

Performance against Key Performance Indicators

1 January to 31 March 2017

1. Caseflow

1.1 Matters determined as a percentage of all matters heard

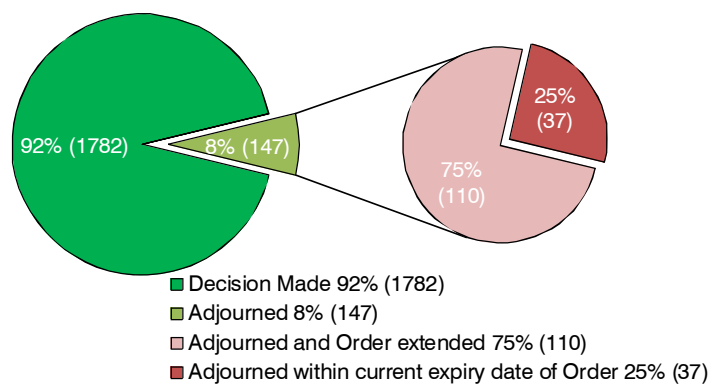
In the January to March 2017 quarter, the vast majority of matters (1,782, or 92%) were determined at their first hearing and 147 (8%) were adjourned. The number of pending matters remained steady at less than 1% of the total caseload.

In this quarter, one matter was unable to be determined before the expiry of the patient's Order due to an error made by the Tribunal. In addition, seven matters were determined outside the legislative timeframes. Two were adjourned by the Tribunal beyond 28 days of the date of variation and five were not heard on time due to errors by the Tribunal or the health service.

2. Adjournments

2.1 Proportion of matters adjourned

The number of adjournments as a proportion of matters determined remained relatively consistent in the last four quarters. The majority of adjourned matters extended the Order (110, or 75%). The primary reason for the Tribunal granting an adjournment with extension was in relation to procedural fairness (including allowing time to enable participation of the patient).

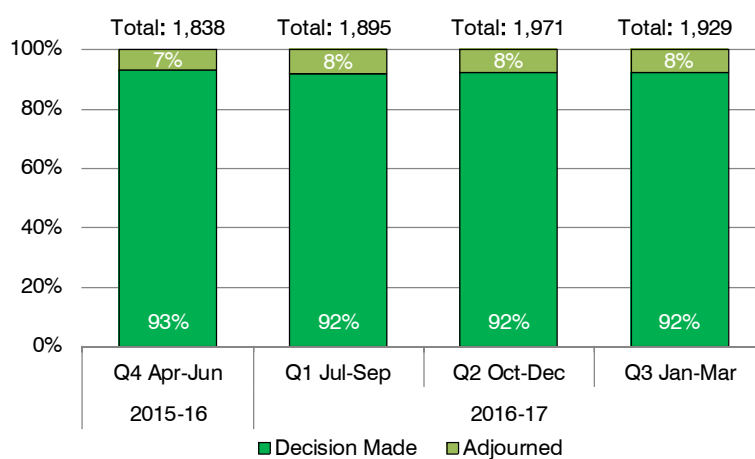




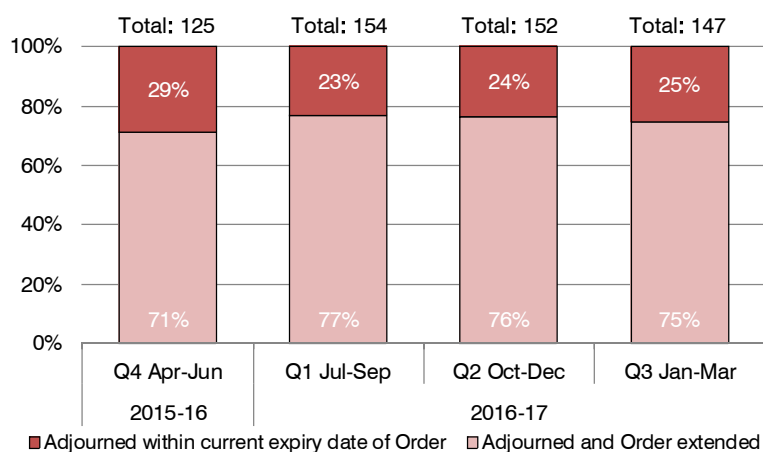
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Comparison of matters determined and adjourned between quarters



Comparison of matters adjourned with and without Order being extended





Performance against Key Performance Indicators

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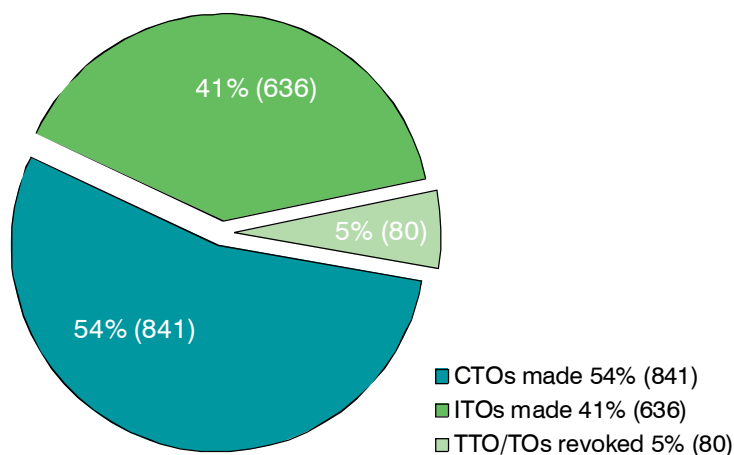
3. Tribunal Orders

3.1 Treatment Order determinations made by the Tribunal

When the Tribunal makes an Order, the Tribunal must determine the category of the Order (Community Treatment Order or an Inpatient Treatment Order) based on the circumstances at the time of the hearing.

The patient's treating team is required to regularly review the category of the Order and whether the criteria for compulsory treatment apply to the patient, and may vary an Inpatient Treatment Order to a Community Treatment Order if satisfied that treatment can occur in the community (or revoke the Order if the treatment criteria no longer apply). Conversely, if a person on a Community Treatment Order can no longer be treated in the community their Order can be varied to an Inpatient Treatment Order.

Between January and March 2017, the Tribunal made 841 Community Treatment Orders, 636 Inpatient Treatment Orders and revoked 80 Temporary Treatment Orders / Treatment Orders.

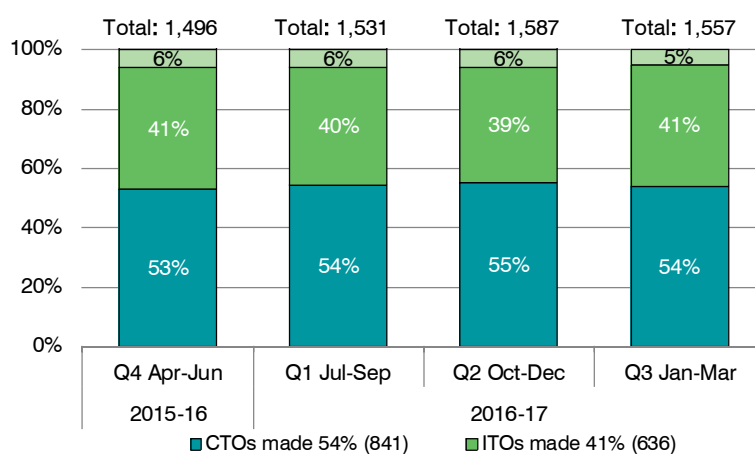




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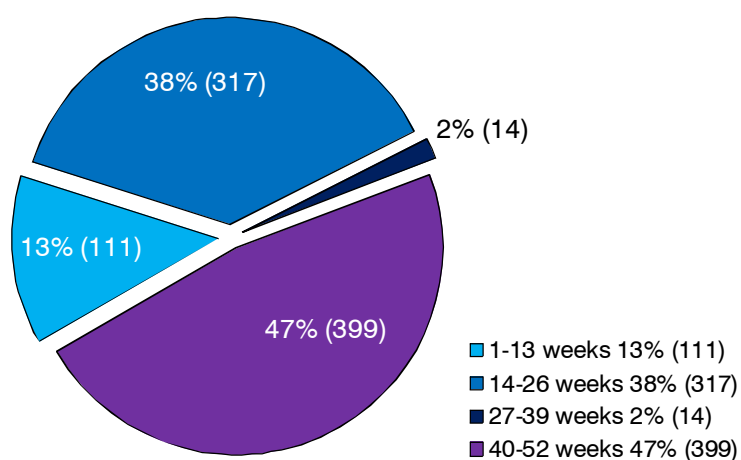
Comparison of Tribunal determinations between quarters



3.2 Duration of Orders made

When the Tribunal makes an Order, the Tribunal must set the duration of the Order.

Duration of Community Treatment Orders

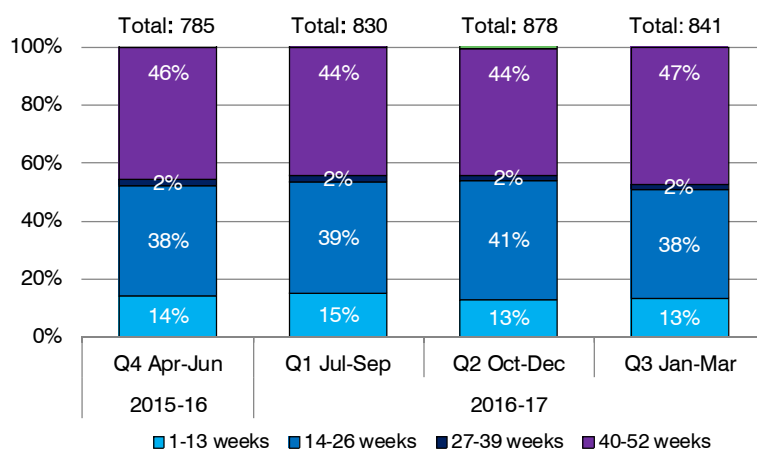




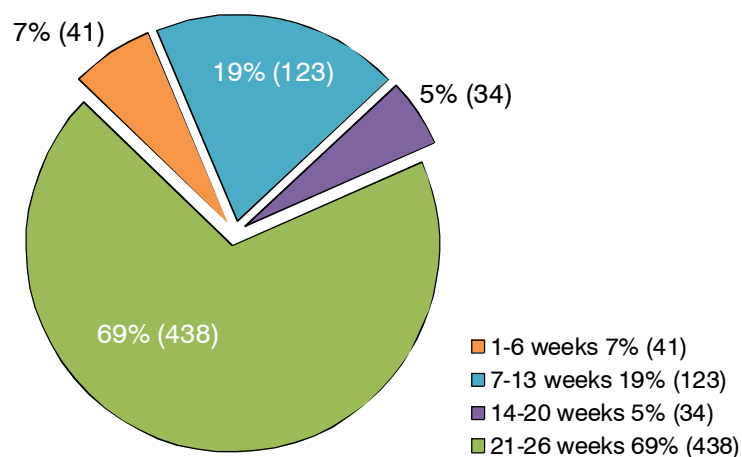
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Comparison of Community Treatment Order duration between quarters



Duration of Inpatient Treatment Orders

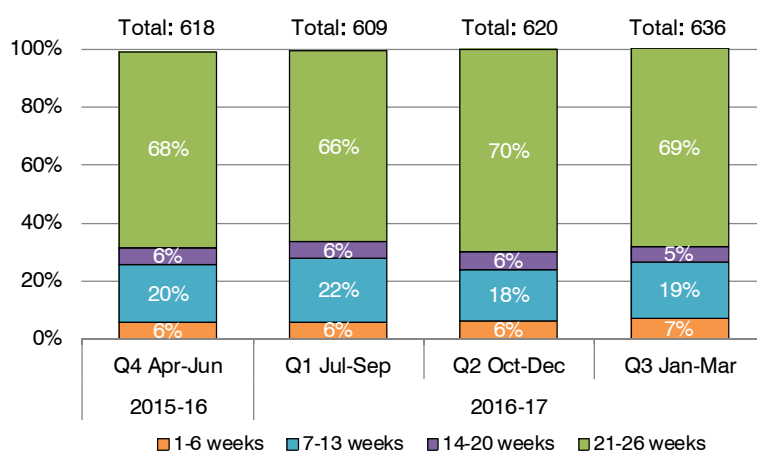




Performance against Key Performance Indicators

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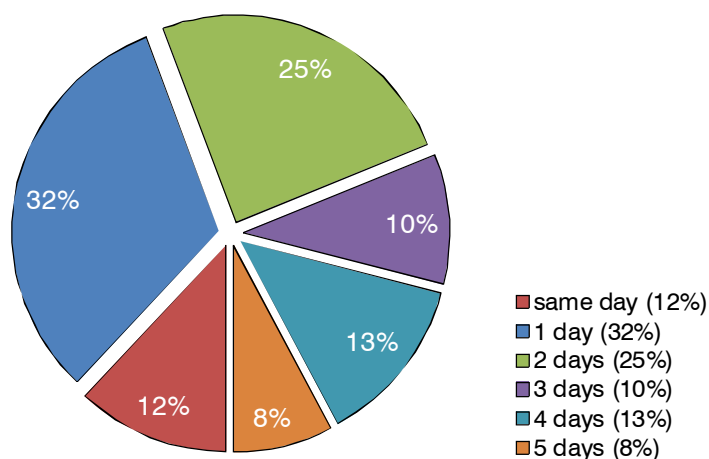
Comparison of Inpatient Treatment Order duration between quarters



4. ECT Orders

4.1 Elapsed time from receipt of ECT application to hearing

The Tribunal must list and complete the hearing of an application for ECT as soon as practicable and within five business days after receiving the application. In the January to March 2017 quarter 44% of ECT applications were listed for hearing on the same day or within one day of the application being received. The Tribunal Registry aims to list and hear matters within the timeframe requested by the service, and also liaises with services when listing hearings to ensure patients receive procedural fairness.

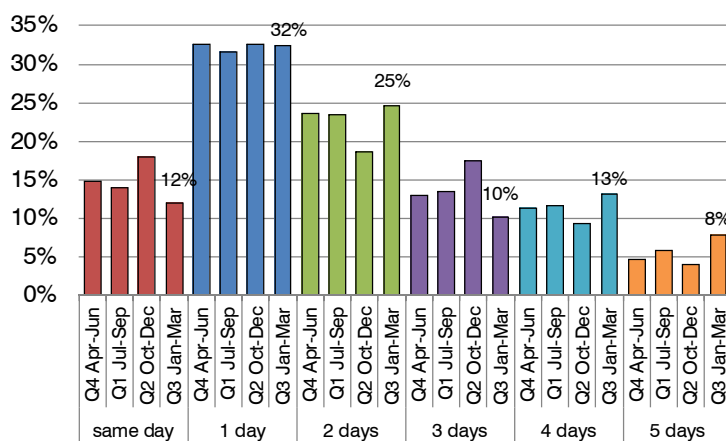




Performance against Key Performance Indicators

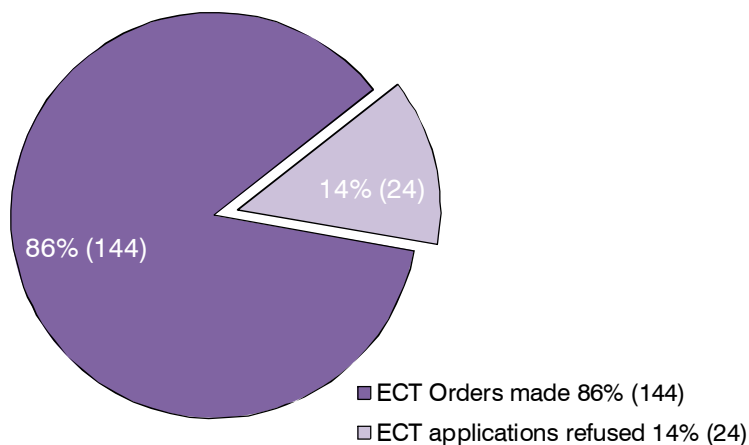
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Comparison of elapsed time from receipt of ECT application to hearing between quarters



4.2 ECT Orders made and applications refused by the Tribunal

Between January and March 2017, the Tribunal heard 168 applications for ECT Orders. Of those, 144 (86%) ECT Orders were made and 24 (14%) of ECT applications were refused.

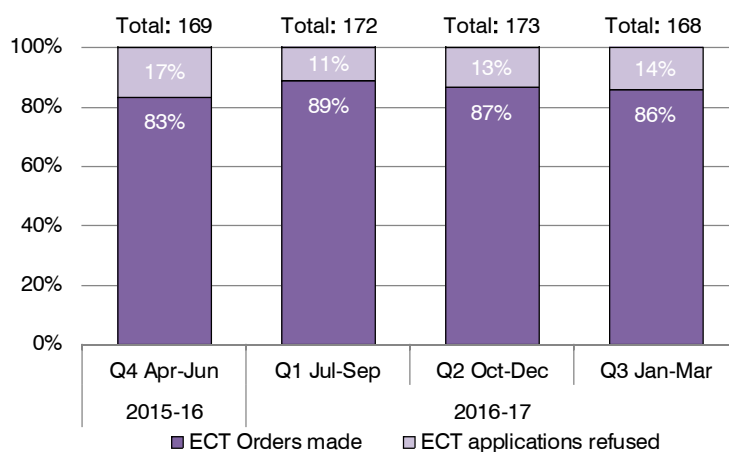




Performance against Key Performance Indicators

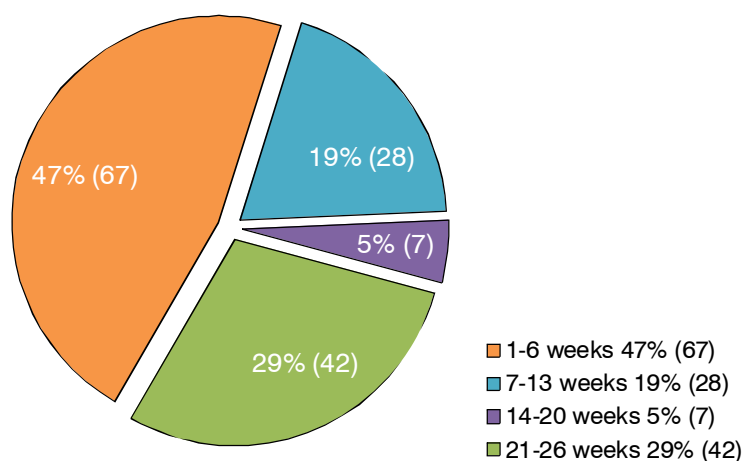
1 January to 31 March 2017

Comparison of Tribunal ECT determinations between quarters



4.3 Duration of ECT Orders

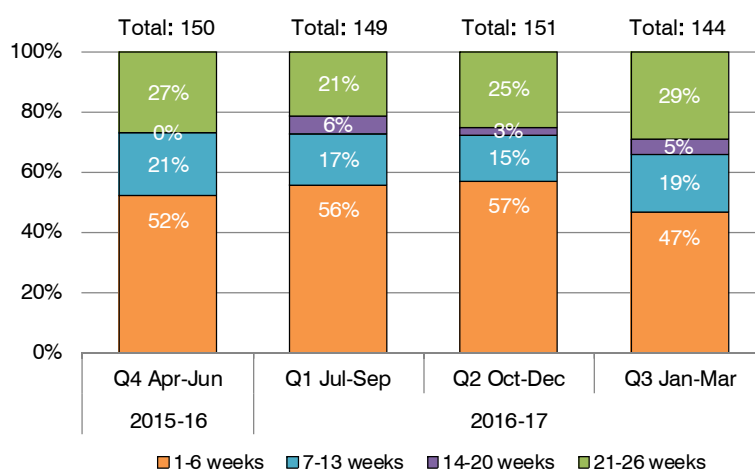
When making an ECT Order, the Tribunal must set the duration of the Order and the number of ECT treatments.



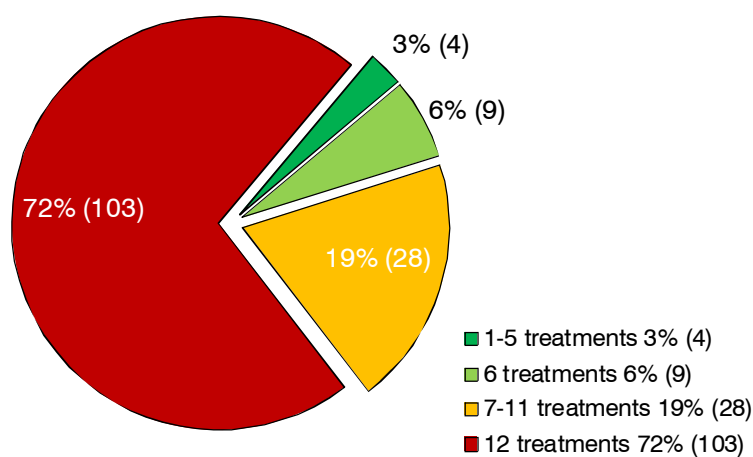


Performance against Key Performance Indicators 1 January to 31 March 2017

Comparison of ECT Order duration between quarters



4.4 Number of treatments authorised through ECT Orders

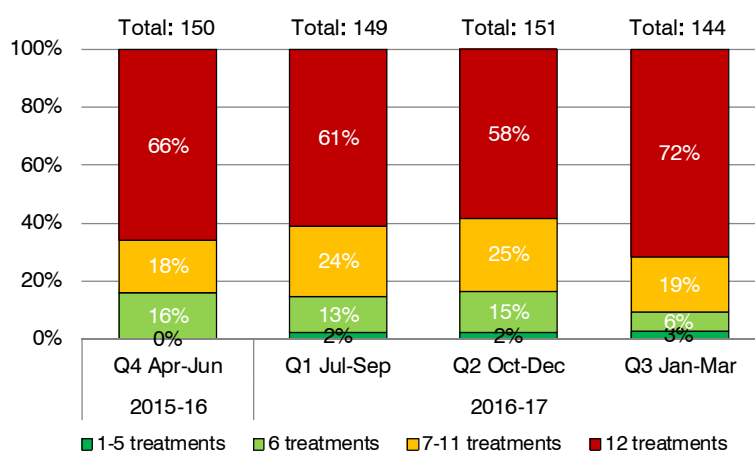




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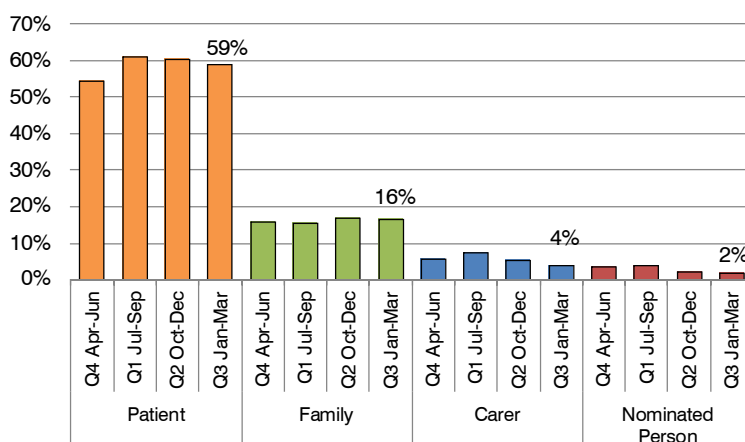
Comparison of treatments authorised through ECT Orders between quarters



5. Attendance at hearings and feedback received by the Tribunal

5.1 Attendance

Comparison of attendance by patients and those who support them





Performance against Key Performance Indicators

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5.2 Feedback

During the quarter the Tribunal received six complaints and one thank you letter.

One complaint was about a decision of the Tribunal. The Tribunal's feedback and complaints process does not apply to Tribunal decisions as decisions can only be reviewed by the Victorian Civil and Administrative Tribunal, or in some instances reconsidered by this Tribunal. While no action could be taken on this complaint an explanation was provided to the person who made it.

The other complaints received during this period related to:

- the way in which a hearing was conducted (x2);
- the provision of notices and outcomes of Tribunal hearings (x2); and
- listing practices of the Tribunal.

All complaints were investigated consistent with the Tribunal's feedback and complaints process which is available on the Tribunal's website. All complaints have been responded to.

Positive feedback was also provided to the Tribunal for its sensitive and respectful hearing processes by a community elder who had accompanied and supported an Aboriginal consumer at their Tribunal hearing.