

Thursday, 25 October, 2018

## Overall increase in complaint contacts for HCSCC

An increase of 14.5 per cent in the number of overall contacts for the 2017/18 financial year highlights the latest Health and Community Services Complaints Commissioner's Annual Report.

The number of complaint contacts received by the Office of the HCSCC jumped from just under 2200 in 2016/17 to just over 2500 in 2017/18, with strong increases in both complaints about health and community services.

Health and Community Services Complaints Commissioner Dr Grant Davies said this showed more South Australians were becoming aware the service the HCSCC can provide to the community.

"The growth in the number of contacts demonstrates the ongoing importance of the role of the Office," Dr Davies said.

"Early statistics for this financial year would suggest we are trending upwards again and it is important that consumers and service providers are reaching out to us for advice about their complaints or complaints handling."

The Report also shows an increase in complaints made about Unregistered Health Practitioners – up from 43 to 55.

Dr Davies emphasised the importance of people speaking with the HCSCC if they have concerns about their treatment when visiting an Unregistered Health Practitioner.

"A [Code of Conduct](#) exists in South Australia for Unregistered Health Practitioners," he said.

"The Code has 14 minimum standards unregistered practitioners must meet when they care for people.

"It outlines things like providing services in a safe and ethical way, not making claims to cure certain illnesses or practising under the influence of drugs or alcohol, not financially exploiting consumers and not engaging in inappropriate relationships."

The Office of the HCSCC is a free, independent, statutory office. The HCSCC assists consumers, carers and service providers with complaints about health or community services in South Australia. This includes government, private and non-government health and community services.

The Annual Report was tabled in Parliament today and a full copy is available [here](#).