



A word from the Commissioner

Welcome to another edition of HCSC Connect. It's been a busy few months for the Office of the HCSCC. Our new website has launched and there's been a great deal of positive feedback. The [Health Consumer Alliance](#) of South Australia facilitated a consumer forum testing out our new site which provided valuable health consumer insight into the user experience. We are delighted with the final result and we hope users of our website are too! If you haven't been over to see our [new site](#), we encourage you to do so.

The HCSCC will soon begin the process of designing a new logo. This is another exciting change for us.

In March, South Australia implemented the Code of Conduct for Certain Health Care Workers. This aligns South Australia with the National Code of Conduct for Health Care Workers approved by the COAG Health Council.

We have already seen the new Code in operation with an order issued in Victoria temporarily banning a South Australian based business. You can watch a story about that [here](#). It is a requirement that Unregistered Health Care Workers display the new Code and that consumers are aware of the Code. You can download a copy [here](#).

The HCSCC has attended a number of events and we're always on the look out to have a presence at more. If you have a suggestion for an event we can attend, we'd love to hear from you. Please [email](#) and let us know.

Finally, it has been a challenging time in the office over the last few months. We have been operating a number of staff down for a variety of reasons but staff have really pulled together and looked after each other to ensure our service standards were kept at a high level. I am grateful for their professionalism and commitment to our work.



Dr Grant Davies
HCSC Commissioner

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Snapshot

2018 / 19 Contacts

(This includes enquires, complaints and own motions)

Jan 19: 220 (Jan 18: 211) ↑
Feb 19: 209 (Feb 18: 194) ↑
Mar 19: 213 (Mar 18: 217) ↓

Strong Aboriginal Children's Health Expo

The 8th Annual *Strong Aboriginal Children's Health Expo 2019* was held at the Adelaide Entertainment Centre on Thursday, 18 April 2019.

The HCSCC had a stall at the event which was very popular throughout the morning and afternoon.

Staff handed out the HCSCC showbags, which included our ever popular tea towels, mugs, pens, apples and [Speak Up](#) brochures.

One of the children who attended managed to eat seven apples throughout the day, though he was rock climbing for most of the event which you can see behind our stall!



HCSCC staff at the *Strong Aboriginal Children's Health Expo 2019* held at the Adelaide Entertainment Centre.

Case Study

A letter was received from a regional clinic seeking support for one of its indigenous consumers with a life threatening health issue. They requested a second opinion about those issues from a specialist in the public health system.

The HCSCC then wrote to the relevant Local Health Network (LHN) outlining the request from the clinic on behalf of the consumer.

The LHN provided a response saying that they would organise a second opinion for the consumer, liaised with them directly about their appointment and ensured proper communication was occurring about travel arrangements for the appointment.

This was a good outcome for the consumer which the HCSCC helped facilitate.

The HCSCC can receive correspondence via [email](#), by post (PO Box 199, Rundle Mall, SA, 5000) or fax (8226 8620).

“This was a good outcome for the consumer which the HCSCC helped facilitate.”



Speak with the HCSCC:
Monday to Friday, 9.00am to 5.00pm
Metro SA: 8226 8666
Country SA: 1800 232 007 (toll free from a landline)
Email: info@hcsc.sa.gov.au



National Sorry Day Event

The HCSCC attended the National Sorry Day event at Tarntanyangga (Victoria Square) on Friday, 24 May.

The event is run by the Journey of Healing Association of (S.A) Inc.

The Premier of South Australia, the Hon. Steven Marshall MP (who is also the Minister for Aboriginal Affairs and Reconciliation) spoke at the event.

There were singers and artists as well as many other stallholders who provided valuable information to people who attended.

The HCSCC stall was busy throughout the whole event and was particularly popular with the school students who attended. They just couldn't get enough of our heart shaped stress balls!



The HCSCC was at the National Sorry Day event held at Tarntanyangga on Friday, 24 May.

Code of Conduct for Certain Health Care Workers

In March, South Australia implemented the *Code of Conduct for Certain Health Care Workers*, which replaced the *Code of Conduct for Unregistered Health Practitioners*. This change aligned South Australia's new Code with the *National Code of Conduct for Health Care Workers*.

Some of the changes to the new code include:

- Prohibition orders in other states and territories also now apply in South Australia.
- A health care worker must now provide culturally sensitive services to the consumer.
- A health care worker undertaking skin penetration procedures needs to comply with State laws or regulations.
- A health care worker must not ask clients to give, lend or bequeath money or gifts that will benefit the health care worker directly or indirectly.

The HCSCC has produced a video about the new code, which we encourage you to share on your social media platforms.

SA Health Rights and Responsibility Brochure

The HCSCC was recently contacted by a manager of a GP Clinic requesting information about consumer responsibilities and behavior towards staff.

SA Health has an excellent brochure called [Your Rights and Responsibilities](#) which outlines what is expected of consumers in a public health setting.

This is a good guide for anyone working in a health service environment.

Social Media



Make a Complaint

If you would like to make a complaint, click [here](#). Or, you can get advice by calling the HCSCC Enquiry Service on 82268666.