



## A word from the Commissioner

Welcome to the fourth edition of HCSC Connect. I'm delighted to once again bring you up-to-date with what has been happening at the Office of the HCSCC. Our newsletter has been well received by the sector since we launched the first edition in October last year.

First, I want to extend thanks to my staff who have worked very hard over the last few months due to the departure of staff members.

We advertised for those roles and had a fantastic amount of applications. We are hopeful of welcoming new faces to our team very soon.

Our Annual Report is due to be tabled in late October, and while I will have more to say about that in the next edition of HCSC Connect, I'm delighted to share the fact that as a result of the changes to our processes, we have seen an increase in matters being conciliated by the office. Conciliation is an important aspect of complaints resolution.

I commissioned a review of the office's Resolve case management system so we can better track our performance. That task was completed by 30 June 2019 and will now enable issues, case load, internal/external review tracking and timeframe reporting to better keep us accountable.

The purpose of these changes is to improve the quality of the work of the office and, in broader terms, improve the quality and safety of health and community services in South Australia.

Finally, I have started visiting stakeholders in the newly established Regional Local Health Networks (LHN). My first visit was to Berri and it was great to spend some time with Mr Wayne Champion, Chief Executive Officer of the Riverland Mallee Coorong LHN. I'm really looking forward to getting out to the others as soon as I can.



**Dr Grant Davies**  
HCSC Commissioner

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### Snapshot

#### 2018 / 19 Contacts

(This includes enquires, complaints and own motions)

April 19: 188 (Apr 18: 219) ↓

May 19: 223 (May 18: 246) ↓

June 19: 198 (June 18: 198) ▬

# Charter of Healthcare Rights

Our Commissioner was a keynote speaker at the launch of the second edition of the Charter of Healthcare Rights in Sydney.

About 450 people watched the live stream of the launch.

The revised Charter reflects an increased focus on person-centred care.

Developed by the Australian Commission on Safety and Quality in Health Care, the Charter describes seven fundamental rights including: access, safety, respect, partnership, information, privacy and giving feedback.

*...the revised Charter reflects an increased focus on person-centred care.*

At the launch, Dr Davies spoke about how the Charter provides a set of clear directions for consumers to participate in the health care they receive and encourages consumers to be equal partners in that healthcare delivery.



HCSC Commissioner Dr Grant Davies at the launch of the Charter of Healthcare Rights alongside Melissa Fox, CEO of Health Consumers Queensland and host Luke Escombe.

A copy of the charter can be downloaded [here](#).

## ‘Out of jurisdiction’

*“They did not feel the drink contained enough ice-cream to fall into the ‘milkshake’ category.”*

The Office of the HCSCC is often asked about some of the quirkier complaints we receive. While we often deal with complex and interesting complaints in the health and community service space, we do get some which fall in the ‘out of jurisdiction’ category.

For example, one person called the Office of the HCSCC to complain about the quality of a milkshake they purchased from a shopping centre. They didn’t believe the drink had enough ice-cream to fall into the ‘milkshake’ category.

Another person called us to complain that the bottle of juice they had purchased did not have any information printed on the bottle about how long they could use the product after opening.

If you’re thinking about lodging a complaint with the HCSCC, we are more than happy to help you through that process. As a first step though, the information available [here](#) can help guide your thinking.



Speak with the HCSCC  
P: 08 8226 8652  
P: 1800 232 007 (toll free)  
F: 08 8226 8620  
I: [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)  
E: [info@hcsc.sa.gov.au](mailto:info@hcsc.sa.gov.au)



## HCSCC video reaches 17,000 South Australians

On 28 May 2019 the HCSCC launched a video about the new Code of Conduct for Certain Health Care Workers. This brings South Australia in line with the National Code of Conduct for Health Care Workers.

The video reached just over 17,000 South Australians during a promoted three week period.

This was evenly split between females (50.1 per cent) and males (49.9 per cent).

The video outlines the changes and the responsibilities of health care workers and consumers.

If you have not seen the video yet, you can do so by clicking [here](#).



## Interim Prohibition Order: Two Wolves—One Body

On Friday, 30 August 2019 the HCSCC issued an interim prohibition order against Ms Carlie J. Angel and Mr Brad T. Williams, trading as Two Wolves – One Body.

Under Section 56(B) of the [Health and Community Services Complaints Act 2004](#), the interim order bans Two Wolves – One Body from advertising, offering or providing Kambô immediately.

Kambô is the practice of using the poisonous skin secretion of a frog called [Phyllomedusa bicolor](#) (which is found in the Amazon basin), for cleansing rituals.

Click [here](#) to read the public statement.

## HCSCC now on LinkedIn

The HCSCC successfully launched a Facebook and Twitter page in 2018.

Both platforms have been growing well and provide an excellent way to connect with South Australian consumers and service providers.

In July 2019, the HCSCC also launched a LinkedIn page. If you have a LinkedIn profile, you can follow us by clicking [here](#).

