



Statement about COVID-19 (Coronavirus)

COVID-19 has changed the fundamental way we live our lives, and as a community we need to all work together to flatten the curve. The situation is rapidly evolving and we must act to protect each other and the community.

Like many other places, the Office of the Health and Community Services Complaints Commissioner (HCSCC) is not immune to the changes that have been implemented by the South Australian and Commonwealth Governments.

Therefore, I have taken steps to enable our staff to work from home.

This arrangement will commence on **Wednesday, 25 March 2020** and will continue for the foreseeable future.

This decision will be reviewed regularly and any decision to continue or discontinue these arrangements will be based on the best available evidence. We will update you as the situation changes via our website, and via our Facebook, Twitter and LinkedIn accounts.

While this scenario is not ideal for an organisation like ours, the health and safety of our staff and their families is an obligation I take seriously. Working from home will provide additional protection for us and the evidence shows that this is vitally important in stopping the spread of the Coronavirus.

I have had to balance the safety of our staff with continuing to provide the best service we can for South Australians. As such, our aim is to continue providing that service, to the best of our ability, under these unusual conditions. We may need to change how we do that and how the community can access the office via telephone and online, particularly as health services increasingly face greater demands on their resources.

That may mean there are delays in getting back to you. Please be patient with us.

It is critically important to adhere to physical distancing and other important changes implemented by Governments.

These times are unprecedented and we will get through this: please stay safe.

A handwritten signature in black ink, appearing to be 'Grant Davies'. The signature is fluid and cursive, with a long horizontal stroke at the end.

Associate Professor Grant Davies
HCSC Commissioner