



A word from the Commissioner

Welcome to a very special edition of HCSC Connect. I am delighted to be able to showcase our new logo and brand.

On 1 July we officially launched our new logo and brand. I am thrilled with result.

Modernising our logo and brand was something I was keen to do when I became Commissioner and I am pleased to see it come to fruition.

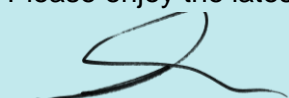
One of the biggest criticisms we received about our previous logo was that no one could identify how it reflected the role of the HCSCC.

Our new logo clearly reflects the significance of communication. This is particularly important in our work because complaints regularly have an identifiable communication issue associate with them.

You will see noticeable changes across our public profile as well as the collateral we offer consumers and service providers.

We hope you love it just as much as we do.

Please enjoy the latest edition of HCSC Connect.



Assoc. Prof. Grant Davies
HCSC Commissioner

HCSC Connect

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Snapshot

2019/20 Contacts

(Including enquires, complaints and own motions)

Jan 2020: 254

Feb 2020: 177

Mar 2020: 239

Tennyson Centre Day Hospital

The Office of the Health and Community Services Complaints Commissioner was invited by Tennyson Centre Day Hospital to conduct a training session about complaints management for staff.

The hour-long session was held in March. Our Commissioner led the training that had a significant focus on the importance of communication in the complaints process.



The session was attended by a large number of staff and was well received.

If any service provider, community service or community organisation would like the Office of the HCSCC to provide training, please [email us](#) or call 8226 8652.

Case Study

The Office of the HCSCC can help resolve a variety of complaints.

One recent example was when a consumer was unhappy with cleanliness of a waiting area in a medical centre.

The consumer raised a complaint with the HCSCC and upon reviewing the information provided by the consumer, the HCSCC wrote to the medical centre requesting facilitated direct resolution.

Facilitated direct resolution is when the service provider and the consumer try and resolve the complaint between themselves in the first instance.

The medical centre rang the consumer and explained its cleaning processes. The consumer was appreciative of the call and was happy to close the complaint based on the information provided.

“The consumer was appreciative of the call and was happy to close the complaint based on the information provided.”

Make a complaint

If you would like to make a complaint, click [here](#).

Or, you can get advice by calling the HCSCC Assessment Service on 8226 8666 or 1800 232 007.



COVID-19

Like so many, the Office of the HCSCC was affected by the COVID-19 pandemic.

Staff were working from home for nearly three months, which meant that some of the key things we do were harder to achieve.

It didn't take us long to adjust to the new normal in those months.

We accept that this unusual situation may have caused delays for some when dealing with us.

We apologise if you were affected and we want to thank you for your patience and understanding.

Everyone is now back working from the office, so usual business has resumed.

You can read the statement we issued about COVID-19 [here](#).



New brochures

The Office of the HCSCC has new brochures available for download on our website.

They have been re-made to align with the new brand.

Click [here](#) to download the brochures.

All collateral provided by the HCSCC is free and can be printed without permission.

Contact Us



Call

(08) 8226 8666 OR
1800 232 007 (Country SA Landline)



Teletypewriter (TTY)

133 677 OR
1800 555 677 (Country SA Landline)



Email

info@hcsc.sa.gov.au



Write

PO Box 199, Rundle Mall SA 5000



Website

hcsc.sa.gov.au



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Twitter

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[linkedin.com/company/sahcsc](https://www.linkedin.com/company/sahcsc)



Visit

L4 East Wing, 50 Grenfell Street
Adelaide SA 5000



Opening Hours

Monday-Friday: 9am to 5pm
Saturday/Sunday: Closed