



A word from the Commissioner

Welcome to another edition of HCSC Connect. I hope you are all safe and well in these strange times.

This is the second edition of our newsletter with our new logo and brand. We believe it better reflects the centrality of communication in complaints resolution. We've received some excellent feedback about it and we hope you love the change as much as we do.

We are busily sending out our new collateral and if you'd like some sent to you, please email us at info@hcsc.sa.gov.au.

Our Annual Report is due to be tabled in Parliament next month. Some of the data we've sourced for the report shows some encouraging trends in line with our new work practices. I'll have more to say about that in the annual report and our next edition of our newsletter.

Obtaining information from service providers in a timely way helps us manage complaints effectively.

The HCSCC requests information for the purposes of assessing and determining the best way to manage the complaint.

To assist service providers understand our power to request this information, we've created [this helpful fact sheet](#).

If there are any questions about this part of our work, staff of the HCSCC are always happy to help. Stay safe and well and enjoy the read.

Assoc. Prof. Grant Davies
HCSC Commissioner

HCSC Connect

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Snapshot

2019/20 Contacts

(Including enquires, complaints and own motions)

Apr 2020: 175
May 2020: 208
Jun 2020: 215

Own motion investigation

On 30 July 2020, the HCSCC released a public summary about an investigation into the provision of health services to people with a disability by SA Health in acute care settings.

The own motion was instigated by the former Commissioner after the Office of the HCSCC received numerous complaints (between 2015 and 2017) about the above.

Seven complainants and eight complaints were chosen to form part of the investigation. The consumers varied in age and gender and all had a variety of different disabilities.

I want to thank the complainants for sharing their experiences, the independent expert who assisted in the investigation, my hardworking staff and SA Health for being a willing participant in this process.

The summary details the final findings, conclusions and recommendations, while protecting sensitive and private information of the complainants.

You can read it [here](#).

Case Study

The HCSCC received a complaint from a prisoner about a delay in being transferred to hospital for treatment.

Our office raised this with the appropriate service which led to a change in policies to create a 'safety net' work procedure to ensure the same problem could not happen again.

The prisoner was provided information about the new work procedure and a written apology from the service provider for the delay in accessing health services.



“...which led to a change in policies to create a ‘safety net’ work procedure to ensure the same problem could not happen again.”

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.



Case Study

Conciliation between parties is a powerful tool in the complaints resolution process.

A consumer was unhappy after attending an emergency department seeking mental health support. They felt that at the time they were not listened to and were left traumatised after being held involuntarily.

The consumer did not believe conciliation would help as they had lost trust in the service provider.

Nevertheless, the conciliation process was successful with the service provider listening and helping to resolve the concerns the consumer had.

The consumer was pleased with the process and expressed that it had helped them move on.

Social media update

Following the launch of our new logo and brand, the HCSCC also uploaded a video on our social media platforms that promoted our office.

Our video was viewed nearly 20,000 times with an even split of men and women watching.

Most men who watched were aged between 35 and 44, while it was women aged between 55 to 64 who watched the video the most.

If you have not seen the video, please visit our Facebook page or [click 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)



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Website

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Opening Hours

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