



## A word from the Commissioner

Just to prove how contagious this virus is, the latest COVID-19 cluster in South Australia has once again seen restrictions quickly put in place.

Like others, I am thankful to the public of South Australia for the way they handled the sudden increase in restrictions and subsequent lockdown.

My staff also had to make quick adjustments to their work practices, as we once again worked from home.

It has been a busy three months for the HCSCC. Our Annual Report was tabled in Parliament and we released the Report's Companion Document.

I am delighted to tell you that in 2019-20, the HCSCC moved 110 matters into conciliation – by far the most in the history of this office.

We also moved 79 matters into investigation – another record.

These data are very pleasing as substantial work has occurred to realign our work practices more closely with our legislation.

Finally, we also completed a Disability Action and Inclusion Plan and thank those who provided valuable feedback on our draft.

Please enjoy the latest edition of HCSC Connect and stay safe.



**Assoc. Prof. Grant Davies**  
HCSC Commissioner

# HCSCC Connect

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## Snapshot

### 2020/21 Contacts

(Including enquires, complaints and own motions)

Jul 2020: 288  
Aug 2020: 237  
Sep 2020: 240



# 2019-20 Annual Report

On 12 November 2020, the Minister for Health and Wellbeing, the Hon. Stephen Wade MLC tabled [our latest Annual Report](#) in Parliament.

Concurrently, the HCSCC also released [a Companion Document](#) which supplements the Annual Report.

The Annual Report shows an interesting realignment of HCSCC work practices.

A record number of matters were referred into conciliation or progressed into investigation, which are practices more closely aligned to the *Health and Community Services Complaints Act 2004* governing the work of the HCSCC.

There were also fewer contacts staying open for longer than 365 days.

Other highlights include:

- A total of 2298 contacts. This is a reduction of just under 10 percent which can be attributed to the way in which the HCSCC managed disrupted working arrangements during the height of South Australia’s Coronavirus pandemic. Trends prior to, and immediately after the altered work arrangements, indicated the HCSCC was on track for an increase in contacts.
- An increase in the number of community services contacts.
- 45 contacts about Unregistered Health Care Workers.

The main focus for the office in 2020-21 will be to embed the reformed processes and procedures to build on the efficiencies we have already realised. This focus will enable the HCSCC to fulfil its legislative obligations and potential.

## HCSCC

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2298

total contacts.

110

matters moved into conciliation.

79

investigations.

99.2%

contacts closed within 365 days.

67%

contacts received by telephone.

2

prohibition orders issued.

HCSCC

visit: [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)

*A prisoner said they had been very sick overnight, vomiting and were still doing so when it was time for their daily methadone dose.*

## Case Study

They told the prison officers they were sick and the prison officer said they could get their dose when feeling better.

There was miscommunication between the officer and nurses who administer the dose. The nurses understood the prisoner refused the methadone and would therefore have to wait until the next day for a dose.

When the HCSCC received the complaint, the miscommunication was discovered and the prisoner was provided with their dose later that day.

This was a very important outcome for a person in an extremely vulnerable and stressful situation.



## Disability Action and Inclusion Plan

The HCSCC has completed its first Disability Action and Inclusion Plan (the DAIP).

As a small statutory office of 11 staff, the HCSCC is committed to delivering an accessible, inclusive complaints resolution service for consumers of health and community services.

The DAIP captures this vision and allows the HCSCC to extend our commitment to best practice by ensuring we are also an employer of choice for people with disability.

The HCSCC would like to thank the many stakeholders who contributed to the consultation phase of the development of the DAIP.

The feedback was very welcome and many of the suggestions were incorporated into the final version.

The DAIP is an ongoing piece of work the HCSCC will continue to review and adjust and is [available on our website](#). The next major review is due in 2024.

## Case Study

A consumer lodged a complaint about their old chiropractic clinic. They alleged the clinic would not provide copies of x-rays or records to the consumer's new clinic.

The consumer also said they had not received a response to emails.

Upon commencing the facilitated direct resolution process, the Practice Manager of the clinic contacted the consumer and apologised for failing to respond to the email.

The Manager also stated that they should have more clearly communicated the provision of x-rays and reports.

The clinic offered to cover the administrative and postal costs to have the x-rays, radiology reports and clinical notes sent to the consumer.

The complaint was resolved.

## Speak with the HCSCC



### 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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### Opening Hours

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