



## A word from the Commissioner

Welcome to the latest edition of HCSC Connect – I hope you're all well and safe.

Last year was challenging in so many ways but I'm hopeful 2021 will see us return to a sense of normality as a result of vaccine roll outs and approaches to COVID outbreaks.

The HCSCC has, as always, remained very busy. I'm delighted to inform you that we have welcomed a third assessment officer to the team. This will help us deal with the amount of contacts we receive.

We have just finished advertising for a new Principal Advisor, Code of Conduct. I am looking forward to having a full compliment of staff in the office.

As you will read, we have almost completely rejuvenated our collateral. We have recently updated our easy read brochures and created a new *Know Your Rights* poster.

Please visit our [website](#) if you would like to download them.

Lastly, I'd like to remind you that you can follow us on social media. We have a Facebook, Twitter and LinkedIn account which we regularly update.

I hope you enjoy this edition of HCSC Connect.



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

# HCSC Connect

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## Snapshot

### 2020/21 Contacts

(Including enquires, complaints and own motions)

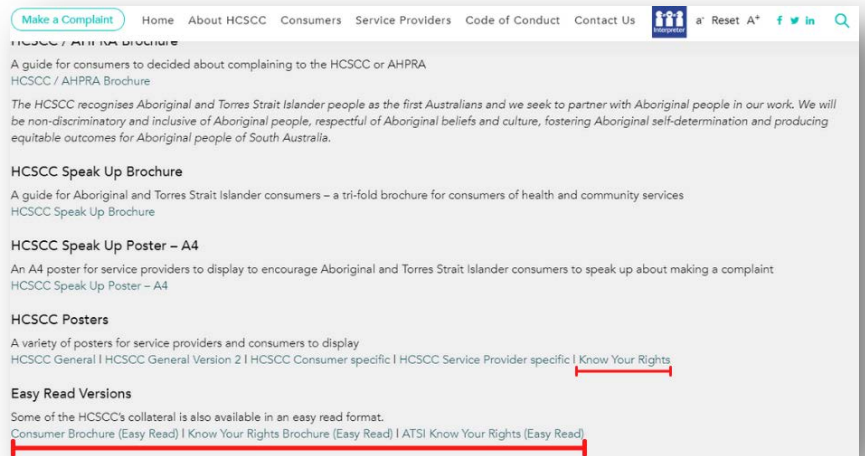
Oct 2020:	288
Nov 2020:	276
Dec 2020:	235

## New collateral

Over the two-and-a-half years the HCSCC has slowly worked on rebuilding its brand.

Along with developing a new logo, a major part of this process was also editing and creating new collateral for the public.

With the exception of a few minor changes still left to be made, all the HCSCC's collateral has now been updated.



The two final elements were our easy read brochures and a *Know Your Rights* poster.

Those items are now available for downloading from our website. You can do so by visiting our [HCSCC Brochures and Fact Sheets](#) page. You can also watch this video to see how to access the new collateral.

## Case Study 1

The HCSCC received a complaint from a consumer that the new dentures they had made were not fit for purpose. The consumer had sought a second opinion from another service provider who supported that view.

The original service provider suggested that the consumer had not given ample time for the dentures to be worn-in.

Both parties agreed to a conciliation process. Following productive talks, the service provider offered to reimburse the full amount if the consumer returned the dentures, with no acknowledgment of any wrongdoing.

The complainant accepted those terms and the complaint was resolved.

*“Following productive talks, the service provider offered to reimburse the full amount if the consumer returned the dentures, with no acknowledgment of any wrongdoing.”*

## 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 2

The HCSCC received a complaint on behalf of a consumer about the billing process for cancer treatment as a non-Medicare patient within the public hospital system.

The consumer had private health insurance.

The HCSCC liaised with the service provider about the issues the complainant raised.

*“After consultation between the complainant, the service provider and the consumer’s private health insurer, a better way to handle the billing processes was developed between all parties.”*

This process also led to the private health insurer reviewing and amending some of their internal processes to ensure the same situation does not occur for other consumers who are receiving cancer treatment as non-Medicare patients.

This is a good example of how individual complaints can positively impact systems to change the experience of others.

## Upcoming Events

The HCSCC will be at Southern Region Nunga Tag Carnival on Wednesday, 10 March 2021.

Nunga Tag Carnival has been held for almost a decade in partnership with the National Rugby League. Aboriginal and Torres Strait Islander students from schools right across the Southern region (and wider regions) of Adelaide participate.

For more information, click [here](#).

## 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)



### Email

info@hcscc.sa.gov.au



### Write

PO Box 199, Rundle Mall SA 5000



### Website

hcscc.sa.gov.au



### Facebook

@sahcscc



### Twitter

@sahcscc



### LinkedIn

linkedin.com/company/sahcscc



### Visit

L4 East Wing, 50 Grenfell Street  
Adelaide SA 5000



### Opening Hours

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