



## A word from the Commissioner

It's hard to believe that almost half of 2021 is already behind us.

While there are still challenges ahead, much of our core business feels like it is returning to its pre-COVID state.

For example, we have been able to attend a couple of events over the last few months.

Part of the role of the Office is to promote our services to the South Australian community. COVID-19 had put a temporary stop to that.

If you would like the HCSCC to attend a community event you're organising or attend your workplace to speak to staff, please [email us](#) with the details and we will try our best to accommodate.

It is also pleasing to see consistency in the amount of contacts we receive month-to-month.

To illustrate this point, between January and March 2020, the HCSCC received 670 contacts. For the same three month period in 2021, we received 759 contacts.

I hope you enjoy the latest 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)

Jan 2021: 253

Feb 2021: 266

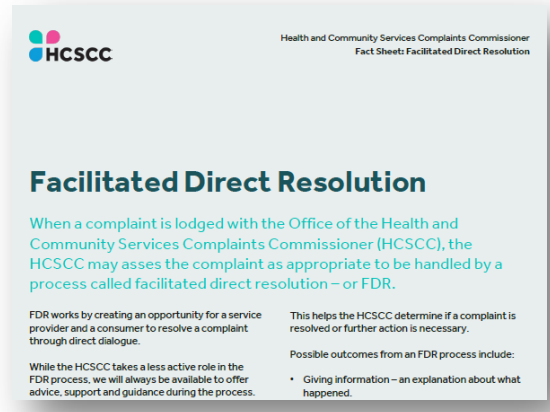
Mar 2021: 240

## Facilitated Direct Resolution

Facilitated direct resolution – or FDR – is an important process that creates an opportunity for a service provider and a consumer to resolve a complaint through direct dialogue, facilitated by the HCSCC.

FDR differs from conciliation because the HCSCC does not directly mediate the process between the consumer and the service provider.

The HCSCC has developed a fact sheet for consumers and service providers about the FDR process. You can download it by visiting the [Brochures and Fact Sheets](#) section of our website.



## Death doulas and the Code of Conduct

There is increasing recognition of the role and value of palliative care, especially across primary care and community care.

Death doulas undertake a range of roles and tasks in relation to caring for a person who is dying, including direct hands-on care, social and emotional support, funeral preparations or simple companionship.

The role of the death doula was explored in a paper titled co-authored by the Commissioner: [Compassionate communities – What does this mean for roles such as a death doula in end-of-life care?](#)

Education in the death doula role is provided by training organisations and varies in content and length, with no standardised training, and no central body for registration. As a result, no two death doulas provide the same service.

Death doulas are generally unregistered health care workers and their services are likely to fall under the [Code of Conduct for Certain Health Care Workers](#). The HCSCC is available to provide advice should you have concerns about a death doula.

*“There is much to consider in the informal caregiving space at the end of life. Conversations are required for coherent, coordinated care delivery in what has become a complex arena. There are those who are in paid positions, volunteers, those who are negotiating fees, as well as role overlap and role blurring.”*

Deb Rawlings, Grant Davies and Jennifer Tieman  
*Compassionate communities – What does this mean for roles such as a death doula in end-of-life care?*  
*Public Health, Vol 194, May 2021, Pages 167-169.*

## 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

The HCSCC received a complaint from a consumer about their treatment at a hospital. The consumer was concerned the service provider did not provide the care they were entitled to as a person with a disability.

After initial communication between the two parties, it was agreed the complaint should be moved into conciliation.

Conciliation, which often involves a face-to-face meeting, is an important aspect of complaint resolution which:

- utilises an impartial HCSCC officer to help resolve a complaint;
- repairs relationships; and
- aims to resolve complaints in a timely manner in a confidential environment

The consumer used the conciliation process to express their concerns and seek assurances about their care and also to help the hospital understand how to assist people with a similar disability to theirs.

For the staff of the hospital, it provided an opportunity to discuss, review and improve on their processes. So much so, the consumer and an advocate who participated in the conciliation, agreed to return to the to participate in staff education.

## Events

It had been a long time since the HCSCC was able to attend events... around one year!

In March, staff from the HCSCC attended the Southern Region Nunga Tag Carnival and in April the Tauondi Aboriginal College Open Day.

Both events were hugely successful. You can see photos from the Tauondi Aboriginal College Open Day [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