



A word from the Commissioner

Welcome to another edition of HCSC Connect; I hope you've all been safe and well.

Like everyone, the latest COVID-19 lockdown had an affect on the core business of the HCSCC.

Our staff is only just starting to return to the office, and I must express how proud I am of my team to be able to adjust when things like this happen.

It's a credit to their resilience and willingness to provide a customer service for South Australians.

We are currently in the process of drafting our Annual Report for the 2020-21 Financial Year.

I am not able to say much about the data that will be included in the Annual Report.

But what I can share is that the number of contacts the HCSCC receives continues to grow.

One of my ambitions when I started as Commissioner was to make consumers and service providers more aware of the HCSCC and the help we can provide. It feels like we are achieving that.

I hope you enjoy the latest edition of our newsletter.



Assoc. Prof. Grant Davies
HCSC Commissioner

HCSC Connect

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Snapshot

2020/21 Contacts

(Including enquires, complaints and own motions)

Apr 2021: 223

May 2021: 271

Jun 2021: 318



Prohibition Order – Mr John Warncken

On Wednesday, 25 August 2021 the HCSCC issued a Prohibition Order against Mr John Warncken who offered counselling services.

Mr Warncken is prohibited from:

- providing specified health services, namely health-related counselling (however described);
- offering, advertising or otherwise promoting health-related counselling (including where those services may be provided by another person);
- holding himself out or otherwise promoting himself as a provider of health-related counselling services; and
- providing advice in relation to the provision of health-related counselling (including where those services may be provided by another person).

The order will remain in place indefinitely or until revoked or revised by the HCSCC. To read the full public statement, click [here](#).

Case Study

The HCSCC received a complaint from a consumer about their experience at a COVID testing station.

The consumer explained that the manner in which the nasal swab was conducted was painful. The consumer was required to take regular tests for work purposes.

The HCSCC sought information about the consumer's experience from the service provider.

On being made aware of the complaint, the service provider contacted the consumer directly to discuss their experience.

The service provider offered an apology and informed the consumer that people who were conducting the tests had been re-educated. The consumer was satisfied with this outcome and the matter was resolved.

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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.



HCSCC Charter of Rights

The HCSCC Charter sets out the rights of all people who use most health and community services in South Australia and to the family members, carers and nominees who act on behalf of a person seeking or using a service.

Services include a wide range of health and community services in the public, private and non-government sectors.

The Charter has five guiding principles and eight rights. The rights are:

- **Access:** right to access health and community services;
- **Safety:** right to be safe from abuse;
- **Quality:** right to high quality services;
- **Respect:** right to be treated with respect;
- **Information:** right to be informed;
- **Participation:** right to actively participate;
- **Privacy:** right to privacy and confidentiality; and
- **Comment:** right to comment and/or complain.

More information about the Charter can be found [here](#).

Case Study

The HCSCC received correspondence from a consumer held on an inpatient treatment order.

The correspondence detailed a history of complex trauma the consumer felt was impacting their current treatment and identified being fearful of having male treating staff.

The HCSCC gathered information from other services the consumer had accessed which we shared with the health service. As a result, the health service was able to work with the consumer to structure treatment in a more accessible and psychologically safe manner.

Five Guiding principles:

Diversity: South Australian society is made up of people with different cultures, needs, values and ways of life and this is to be recognised and respected.

Decision-making capacity: Some people may have impaired capacity to make decisions due to illness, injury, disability or development. Impaired capacity may be temporary or permanent, partial or complete.

If a person has impaired decision-making capacity the service provider should enable supported decision making.

If a person has impaired decision-making capacity the service provider must involve or seek the consent of a substitute decision maker, including a carer.

Above: The "Know Your Rights" brochure.

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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info@hcscc.sa.gov.au



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Opening Hours

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