

Thursday, 28 October 2021

Significant growth for the HCSCC

Despite the challenges posed by COVID-19, the Health and Community Services Complaints Commissioner has had one of its busiest years on record.

[The HCSCC Annual Report](#), tabled in Parliament today, shows a 24 percent increase in overall contacts during the 2020-21 financial year, underpinned by an increase of just under 30 percent in health contacts.

Associate Professor Grant Davies said the overall number of 2840 contacts for the year was one of the highest recorded since the Office opened in October 2005.

“In the very challenging times in recent years, we have seen a significant amount of growth,” Associate Professor Davies said.

“While it would be easy to infer the increase in contacts relates directly the pandemic, this is not strictly the case.

“The reality is that consumers and service providers are more aware of the HCSCC.

“This has been a targeted focus of mine since I started in the role and I’m delighted with how this is progressing.”

The HCSCC has again released a [companion document](#) which expands on the information in the Annual Report. Highlights include:

- 115 completed conciliations and 40 completed investigations;
- A 77 percent increase in contacts about unregistered health care workers;
- 3042 contacts closed – an average of 8.33 a day; and
- A 6.3 percent increase in the proportion of contacts identifying as having one or more special needs.

Associate Professor Davies explained that he was extremely proud of the work done by his Office, despite the challenges posed by COVID-19.

“My staff adjusted incredibly well as we moved in and out of lockdowns,” he said.

“The last 12 months has been very productive in serving the needs of the South Australian community.”