



## A word from the Commissioner

It has been another very busy three months for the HCSCC.

Early indications suggest we are on course for another increase in overall contacts this financial year.

This rise (you'll note below that in November last year we had 504 contacts) is keeping the office very busy.

In addition, over the summer we issued four prohibition orders, released two public summaries of investigation reports and, in a first for South Australia, [a prohibited unregistered health care worker received a custodial sentence](#) for breaches of his prohibition order and good behavior bond.

This edition of HCSC Connect will expand on a few of these but I encourage people to visit the [Media Releases and Public Statements](#) section of our website to stay across these issues as they arise.

Finally, as we start seeing an easing of restrictions related to the pandemic, the HCSCC is eager to start attending more events and training sessions. If you or an organisation you work for would like the HCSCC to attend an event or provide a training session, please [email us](#) a request.

I hope you enjoy our newsletter.



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

## HCSC Connect

### Inside this issue

T2H investigation	02
Case Study	02
Prohibition Orders	03
Case Study	03

### Snapshot

#### 2021/22 Contacts

(Including enquires, complaints and own motions)

Sep 2021: 344  
Oct 2021: 417  
Nov 2021: 504



## T2H investigation

On Monday, 14 February 2022 the HCSCC released a public summary about an investigation into Transition to Home (T2H).

T2H is a stand-alone, short-term, step-down service for people with a disability operated by the South Australian Department of Human Services (DHS) in partnership with the Department for Health and Wellbeing (DHW).

T2H supports people with disabilities to discharge from hospital into transitional accommodation until long-term housing is sourced.

The investigation stemmed from a complaint received by the HCSCC that raised serious concerns about the treatment and care of a consumer at T2H.

Subsequently, the investigation found serious failings in the care of the consumer.

13 recommendations have been made aimed at ensuring consumers are being adequately cared for, that all their needs are being met, that their care plan is being followed and to take immediate remedial action if they are not.

The HCSCC hopes the learnings identified in the public summary will provide other service providers offering similar services an opportunity to review their own practices.

Finally, we wish to acknowledge the willingness of all the service providers involved in this investigation to work proactively with our Office.

To read the media release and public summary, [click here](#).

*“This is an example of how the HCSCC can make enquiries on behalf of consumers and provide more information to them to explain a change of policy or clarify a misunderstanding.”*

## Case Study

The HCSCC receives contacts about a variety of different matters.

Recently, some prisoners contacted the HCSCC about a change of policy within their prison about lactose free milk.

Prisoners were now required to purchase lactose free milk.

The HCSCC made enquiries on behalf of the prisoners, and we learnt lactose free milk was available without charge for prisoners who chose a lactose free diet. Those who preferred, for example, soy or almond milk would need to buy it.

This is an example of how the HCSCC can make enquiries on behalf of consumers and provide them with more information to explain a change of policy or clarify a misunderstanding.



## Prohibition Orders

Over the summer the HCSCC issued four prohibition orders against unregistered health care workers.

In December Mr Wayne Liebelt [was prohibited](#) from providing health education and/or providing information related to COVID vaccinations.

Mr Norman Low [was prohibited](#) from claiming he is an Accredited Practising Dietitian and providing nutritional advice to any person in excess of basic healthy eating information and nationally endorsed nutritional standards and guidelines.

In January, Mr Yongan He [was prohibited](#) from providing massage therapy services.

Ms Monika Milka [was prohibited](#) from providing health services in respect of health education and/or the provision of information relating to COVID-19 and vaccines. This is the second [prohibition order against Ms Milka](#).

All of these prohibition orders will remain in place indefinitely, unless they are revoked or amended by the Commissioner.

If you have concerns about an unregistered health practitioner, please [email us](#).

## Case Study

The HCSCC received a complaint from a consumer about inappropriate comments made by an SA Covid Info Line Operator.

The recording of the call was retrieved, and their version of events was substantiated.

The complainant received a written apology and changes were made to training and education processes for phone operators.

# 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