



A word from the Commissioner

Welcome to another edition of HCSC Connect – our 15th since we began the new newsletter in 2018.

Over the past three years, I have been working with the Department for Health and Wellbeing to identify better accommodation for the office. We are on track for the HCSCC to move to a new location in August.

Finding a new office that is fit for purpose for the HCSCC's needs has been a goal of mine since I was appointed.

The new location has a reception, meeting and training rooms and will be more accessible to the public. We are excited about the possibilities this presents for us.

As you will read, the HCSCC is experiencing unprecedented growth in the number of contacts we are receiving.

Early indications suggest a 40 per cent growth in contacts this financial year, which is significant.

Finally, another reminder that the HCSCC is available to attend events, forums or provide training. If you would like us to attend, please [contact us](#).

Thank you for reading and stay warm.



Assoc. Prof. Grant Davies
HCSC Commissioner

HCSC Connect

Inside this issue

| | |
|---------------------------------|----|
| Ageing Well in CALD Communities | 02 |
| Case Study | 02 |
| Significant growth | 03 |
| Case Study | 03 |
| Speak with the HCSCC | 03 |

Snapshot

2021/22 Contacts

(Including enquires, complaints and own motions)

Dec 2021: 396
Jan 2022: 370
Feb 2022: 363

Ageing Well in CALD Communities

The [Multicultural Communities Council of South Australia](#) in collaboration with the [Office for Ageing Well](#) is delivering the Ageing Well in CALD Communities project to four communities in 2022 – Indonesian, Korean, Spanish speaking and Coptic Egyptian.

This education and awareness-raising program aims to safeguard older people from culturally and linguistically diverse backgrounds so that they can live a safe, healthy and independent life.



As part of this program, MCCSA is working towards helping older South Australians, their families and communities to have knowledge and understanding of resources and strategies that support people to age well, safeguard their rights and prevent elder abuse.

The HCSCC was invited to speak to these communities at the Korean Adelaide Presbyterian Church on Friday, May 13. Our Commissioner attended and spoke about the HCSCC, the [Code of Conduct for Certain Health Care Workers](#) and how the HCSCC can assist CALD communities.

The Commissioner also took questions from the floor, particularly about which service providers fall under the Code.

The HCSCC thanks the MCCSA for its kind invitation. If you would like the HCSCC to attend a community event or forum you're hosting, we'd be delighted to [hear from you](#).

“This is an example of how the HCSCC can use a variety of methods to resolve a complaint.”

Case Study

The HCSCC received a complaint from a consumer about being transported to a facility while sedated. The consumer alleged they were unaware of the reasons for their transfer.

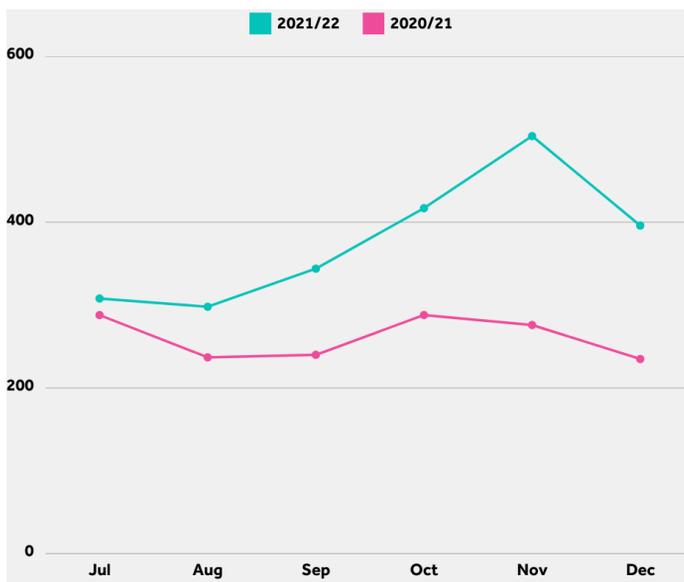
The HCSCC requested the complaint be handled through a process called facilitated direct resolution (FDR). This allows the consumer and service provider to resolve the complaint, but the HCSCC is informed of the outcomes.

Following FDR, the consumer remained dissatisfied and the HCSCC decided to conciliate the complaint. Both the consumer and service provider were satisfied with the outcome of the conciliation. This is an example of how the HCSCC can use a variety of methods to resolve a complaint.



Significant growth

The HCSCC is experiencing significant growth in the number of contacts received this financial year. Based on current numbers, we are anticipating a 40 per cent increase in contacts compared to last financial year. The graph below shows a comparison between the first six months of 2020/21 and 2021/2022.



Case Study

We received a complaint from a prisoner who needed to see a podiatrist for a pre-existing condition.

The prisoner alleged they had waited a long time for their appointment. Upon request from the HCSCC, the situation was reviewed by the correctional facility and an appointment was made.

Recently, the complaint had to be re-opened as the prisoner had still not seen a podiatrist. The HCSCC again sought clarification from the facility.

The HCSCC was informed that following the re-opening of the complaint, the prisoner had been seen and their issue resolved.

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](https://www.linkedin.com/company/sahcscc)



Visit

L4 East Wing, 50 Grenfell Street
Adelaide SA 5000



Opening Hours

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