



A word from the Commissioner

It has been an exciting few weeks for the HCSCC.

As you will read, we have moved into our new office at 191 Pulteney Street. Moving to an office that is more accessible and public-facing has been a long-term goal of mine.

It has taken some time to get all the logistics managed, but everything will be ready for our official opening in September.

It's also that time of the year where we are preparing our annual report for the Minister for Health and Wellbeing to table in Parliament.

While I won't preempt the tabling of our report, I can say the HCSCC has experienced another significant year of growth in overall contacts.

Early trends would suggest that this will continue to grow in 2022-23.

Finally, I need to advise that we have a new telephone number – 7117 9313. We will begin promoting the new number soon and the old number will continue to work for a while longer.

Thank you for reading our latest newsletter.



Assoc. Prof. Grant Davies
HCSC Commissioner

HCSCC Connect

Inside this issue

.....	
New Office; New era	02
.....	
Case Study	02
.....	
DAL Expo – Kadina	03
.....	
Case Study	03
.....	
Speak with the HCSCC	03
.....	

Snapshot

2021/22 Contacts

(Including enquires, complaints and own motions)

Mar 2022:	411
Apr 2022:	269
May 2022:	328

New office; new era for the HCSCC

On Wednesday 27 July 2022 the HCSCC moved into its new office.

We are now located at Ground Floor, 191 Pulteney Street, Adelaide.

For several years now, the HCSCC has sought new accommodation which is more accessible and better suited to our needs.

We are delighted the vision is now a reality.

Our new office now provides easier access for the public who require our services.

There is a dedicated space for face-to-face meetings between the public and our staff.

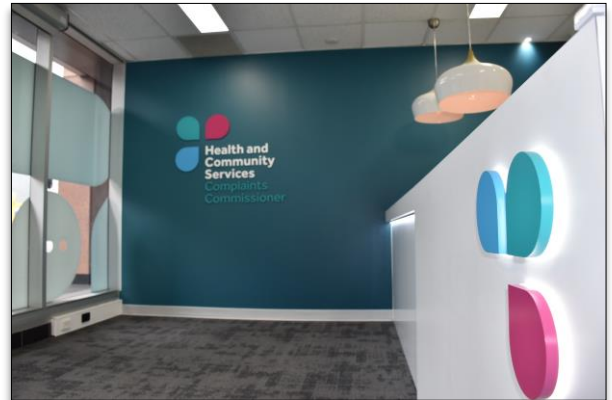
Internally, the office has two conference rooms which will allow for training sessions for service providers to be held on site.

The façade of the office is branded with a stylised version of the HCSCC brand and logo.

It utilises the brand to make the HCSCC approachable for everyone, gives a directional pattern to the front door of the office and provides for a unique street presence.



“After, the doctors expressed their satisfaction with the process.”



We are very proud of our new office, and we hope everyone feels welcome when they visit.

The office will officially be opened in September by the Minister for Health and Wellbeing, the Honourable Chris Picton MP.

We wish to extend our sincere appreciation to everyone who has had a role – small or large – in this move.

Case Study

A complainant was seeking an explanation, information and compensation for the death of their parent.

The HCSCC decided to conciliate the matter. After the conciliation, the complainant no longer sought compensation because the information provided by the service provider was sufficient to understand the cause of death.

Doctors from the service provider were initially reluctant to participate in conciliation because they believed there would be no meaningful outcome. After, the doctors expressed their satisfaction with the process.



DAL Expo - Kadina

The Disability, Ageing and Lifestyle Expo – a very popular event – is held annually at the Adelaide Showgrounds.

Recently the hosts of the Expo – Catalyst Foundation – announced they would begin regional events to reach more South Australians.

On Thursday, 7 July 2022, the HCSCC attended the first ever regional DAL Expo at Harvest Christian College in Kadina.



The event was very well attended by the local community, with many expressing their appreciation for the event and the presence of the HCSCC.

We look forward to our next opportunity to participate in one of these regional Expos. If you're hosting an event and would like to enquire about the HCSCC's possible attendance, please [email us](#).

Case Study

A consumer needs authority for ongoing medication. Part of the requirements are for them to provide urine samples on regular intervals.

The consumer was contacted by their doctor who said the authority had been refused due to results of a recent urine sample. The date of the urine sample was the day prior to the day consumer provided theirs. The consumer contacted the HCSCC as they felt there had been some mix-up with tests.

We contacted the service provider who gives the authority for the medication to enquire if the consumer's willingness to take further tests was the best course of action. The service provider was happy to assess another urine sample from them.

The consumer then contacted the HCSCC to advise the second sample had been assessed and the authority had been provided to their doctor and the matter was resolved.

Speak with the HCSCC

We have a new number!



Call

(08) 711 79313 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

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LinkedIn

[linkedin.com/company/sahcsc](https://www.linkedin.com/company/sahcsc)



Visit

Ground Floor, 191 Pulteney Street
Adelaide SA 5000



Opening Hours

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