



## A word from the Commissioner

In early November our [Annual Report](#) was tabled in Parliament by the Minister for Health and Wellbeing.

The 2021-22 Financial Year was very busy for the HCSCC. Overall, we experienced another huge growth year – an increase of 44 percent.

I often get asked if this is because of the pandemic. While this is part of the answer, it's not the whole picture.

We have worked hard over the last few years to increase awareness of the Office and the important service we offer South Australia.

An increased presence in the community and online have contributed to the increase in contacts.

Finally, we also launched our latest [Companion Document](#) which supplements and expands on the details in the Annual Report.

I hope you enjoy our latest newsletter.



**Assoc. Prof. Grant Davies**  
HCSCC Commissioner

# HCSCC Connect

## Inside this issue

Annual Report	02
Case Study	02
DAL Expo	03
Feast Festival's Picnic	03
Speak with the HCSCC	03

## Snapshot

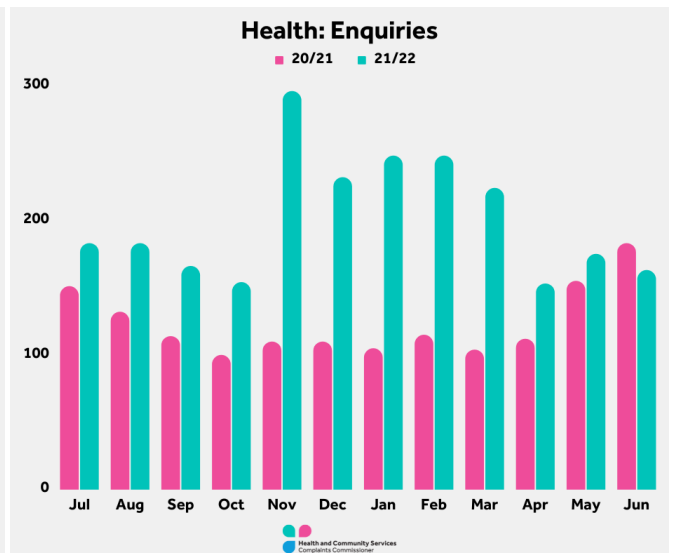
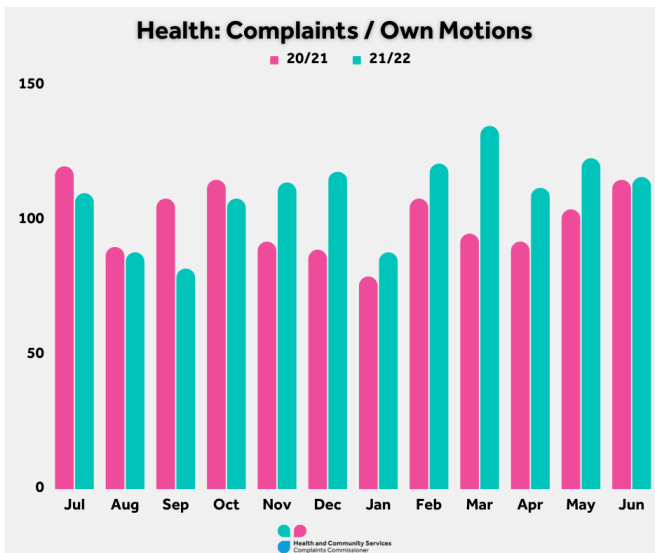
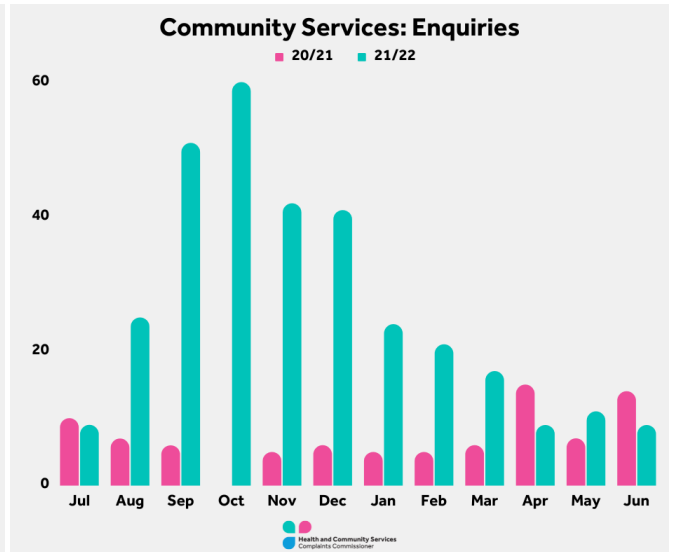
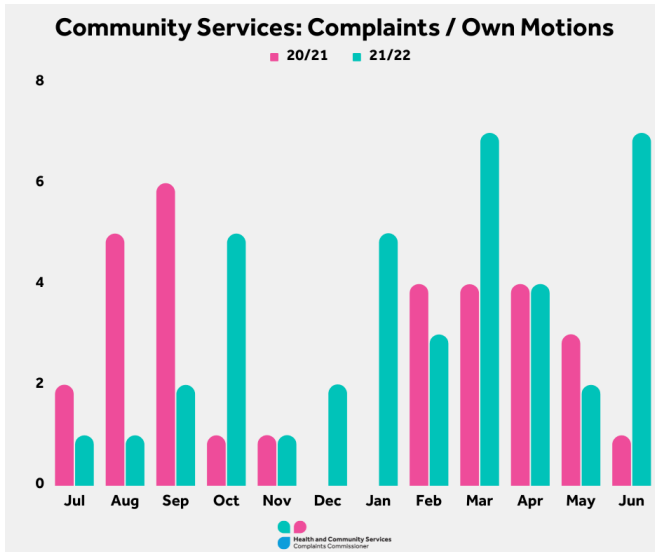
### 2022/23 Contacts

(Including enquires, complaints and own motions)

Jul 2022:	226
Aug 2022:	271
Sep 2022:	297



# Annual Report – how did we perform?



***“The consumer advised the HCSCC they felt reassured, happy with the outcome and felt comfortable to re-attend the service.”***

## Case Study

We received a complaint from a consumer about the way they had been spoken to by staff in a regional hospital ED.

The consumer, who was pregnant, expressed a reluctance to re-attend the hospital because of their experience. The HCSCC requested the service provider and consumer participate in facilitated direct resolution.

The service provider called the consumer and then had a face-to-face meeting which resolved the issue.

The consumer advised the HCSCC they felt reassured, happy with the outcome and felt comfortable to re-attend the service.



## DAL Expo

The Disability, Ageing and Lifestyle Expo was back at the Adelaide Showgrounds in late October.

It was arguably the biggest event in Expo's history and spanned over two days.



The HCSCC stall was well attended on both days, with a record number of mugs being handed out over the two days (something like 250!).

To see photos from the event, visit the [Catalyst Foundation Facebook page](#).

If you would like the HCSCC to attend an event you're hosting, please [contact us](#).

# 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**  
hcscc.sa.gov.au



**Facebook**  
@sahcsc



**Twitter**  
@sahcsc



**LinkedIn**  
linkedin.com/company/sahcsc



**Visit**  
Ground Floor, 191 Pulteney Street  
Adelaide SA 5000



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

## Feast Festival's Picnic

The Fest Festival's Picnic in the Park was held in late November at Kadlitpina (Rundle Park), moving away from its regular location at Pinkey Flat.

There were about 65 stallholders at this year's event and the HCSCC was side-by-side with the [Office of the Equal Opportunity Commissioner](#).

While the day started out a bit slow – mainly owing to the rain – by the end of the day, the Picnic was in full swing.



Lots of people took the time to stop past our stall, have a chat and collect a showbag.

This was the HCSCC's fourth time at the Picnic, an event we are proud to support regularly.