

Thursday, 3 November 2022

More growth for the HCSCC

A 44 percent increase in contacts headlines the latest Health and Community Services Complaints Commissioner (HCSCC) [Annual Report](#).

The report, which was tabled in parliament today, outlines the performance of the HCSCC in the 2021-22 financial year.

Both health and community services contacts increased significantly, for an overall total of 4067 during the financial year (which is around 11 contacts per day for the 365 days of the year).

The HCSCC Associate Professor Grant Davies said that this was about 1500 more contacts than the first full year since his appointment.

“Into my fifth year as Commissioner, we have seen significant growth,” he said.

“My office has worked very hard to increase the public profile of the HCSCC and I believe we are now seeing the rewards of that work.

“This is also reflected in the increase in code related contacts that we’ve experienced over the last few years.”

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

- 207 percent increase in community service contacts;
- 70 matters moved into conciliation. 94 conciliations completed in total;
- Six prohibition orders and two interim prohibition orders issued; and
- 3905 contacts closed (an average of 10.70 a day) – a 37 percent increase.

Associate Professor Davies added that one of the most pleasing achievements of the 2021-22 financial year was finalising new office accommodation.

“Shortly into my first year as Commissioner, I identified the need to find office accommodation which was better suited to the work we do,” he said.

“Of course, we have now moved into our new office but finalising the agreement during 2021-22 financial year was a significant moment for us.”