



A word from the Commissioner

Welcome to the first edition of our new newsletter — *HCSC Connect*.

The Office of the HCSCC has gone through significant change over the last 18 months.

Mr Steve Tully stepped down as Commissioner and I was appointed in late February. I would like to thank Steve for all his hard work and his handover to me.

I also want to thank the staff of the office who have been very helpful supporting my move into this role as well as South Australia.

Another change saw child protection complaints transferred to the South Australian Ombudsman’s office in December 2017.

The 2017/18 year saw an increase in complaint contacts of around 14% driven by health and disability complaints.

There has been growth across most of our key areas.

I have been busy travelling around South Australia talking to people and there is a need to promote the role of the Office of the HCSCC. On this front, I have done some interviews with commercial and community media to promote the service we can provide to the community.

The whole team is very excited about increasing the promotion of the Office of the HCSCC and you will read about some of our recent highlights in this edition.

Dr Grant Davies
HCSC Commissioner

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HCSCC
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2504 total contacts



Most people chose to call to make their complaint **1782**






52% Of health complaints were about treatment received



46% Of community service complaints were about service received



23% Increase in complaints against unregistered health practitioners


Visit: www.hcsc.sa.gov.au

Snapshot

2018 / 19 Contacts

July 2018: 229 

August 2018: 235 

September 2018: 206 

2018 Disability and Lifestyle Expo

The Office of the HCSCC recently attended the 2018 Disability and Lifestyle Expo held at the Wayville Showgrounds.

It was a very successful day for the team with more than 400 people — including consumers, service providers and carers — spending time speaking to HCSCC staff about the service the office can provide to the South Australian public.

The Expo itself was strongly attended and showcased many different service providers, Government departments and retailers who were there to assist people with their questions.

We look forward to returning to the Expo in 2019.



Some success stories...

Case Study 1

A consumer complained about services provided to their elderly mother at a radiology service. While waiting for an ambulance to return her mother to her nursing home, the consumer told us that staff at the service did little to assist. As a result of the complaint the service providers agreed to review and upgrade their policies to ensure better services for consumers needing ambulances.

“As a result of the complaint the service providers agreed to review and upgrade their policies to ensure better services...”

Case Study 2

The Office received a complaint that a disability support service did not fully disclose their costs because they omitted after-hours and weekend fees. The service provider reviewed their systems because of the feedback provided by the complaint. They determined that there needed to be action taken to make sure consumers were aware of the costs associated with services. The consumer's outstanding fees were waived.

HOW DID WE PERFORM? Some key stats from the HCSCC in 2017/18

2504 TOTAL CONTACTS
The HCSCC saw an overall increase in complaints contacts of around 14.5%.

81% COMPLAINTS CLOSED WITHIN 21 DAYS
16% were closed within 100 days, 2% were closed within one year and 1% were open for one year or more

6 DECISIONS REVIEWED BY THE STATE OMBUDSMAN
This is 0.02% of the complaints received by the HCSCC. In five matters, the Ombudsman found the HCSCC had acted properly. The one remaining is still under review.



144 MARCH 2018
The HCSCC received 144 complaints in March 2018 - our busiest month of the year. November 2017 was second with 143 complaints.

314 PEOPLE IN PRISON
The HCSCC takes complaints from a variety of consumers. 314 complaints were made by people in prison.

51% OF COMPLAINTS WERE MADE BY FEMALES
45% were made by males and 1.6% did not identify their gender*.

* Some complaints are opened by authorities, services providers or in the public interest, meaning that a gender breakdown will never equal 100%.

Did you know...

The HCSCC is an independent, impartial, free and confidential service which can assist with complaints about health or community services in South Australia.

This includes government, private and non-government health and community services like:

- Health and community services provided at places such as community health centres, health clinics, private clinics, hospitals and supported accommodation.
- Health care and treatment received from practitioners, including registered health professionals such as doctors, nurses and dentists and unregistered health practitioners such as social workers, naturopaths and masseurs.
- Other community services such as disability services, in-home support, respite care and counselling.

The HCSCC can also deal with significant issues of public safety interest or importance.

Our latest Annual Report is available to read [here](#).

“The office of the South Australian HCSCC is an independent, impartial, free and confidential service.”

2018 Homeless Connect: Health and Housing Expo



The Office of the HCSCC attended the 2018 Homeless Connect: Health and Housing Expo held in Whitmore Square. The HCSCC stand was very popular with everyone who attended — consumers, service providers, carers and the general public. A lot of people were interested to learn about the role of the HCSCC in the health and community services space and were keen to engage with the Office further. As always, HCSCC mugs were very popular, as well as pens and our trademark: mandarins!

Social media

We now have Facebook and Twitter:

 /SAHCSCC

 @SAHCSCC

Upcoming events

25 November - FEAST: Picnic in the Park (Pinky Flat)

Bring your friends, family and don't forget your dog. Kick back and relax at Feast's annual community picnic. The HCSCC team will be there to answer your questions.

Speak with the HCSCC:
Monday to Friday, 9.00am to 5.00pm
Metro SA: 8226 8666
Country SA: 1800 232 007 (toll free from a landline)
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