



A word from the Commissioner

Welcome to 2019 and I hope you had a restful and enjoyable holiday period.

The HCSCC is preparing for a big year, one that will see some changes. We have been working on a new website – you’ll find more details about that on page three of this newsletter – which we are preparing to launch in the next few months.

Some of the other targets we have set for 2019 include:

- updating our logo
- refreshing our collateral and
- having a greater presence at events that happen across South Australia.

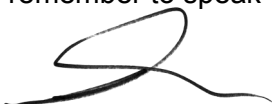
On that note, if you are involved with an event you think the HCSCC should attend, we would love to hear from you. Please [email us](#) your suggestion.

We are also working hard on refreshing our case management system. Apart from helping staff input data quicker and easier, we are expecting it will provide better service for the community as well.

Our new social media accounts are performing well and if you haven’t started following our Facebook and Twitter profiles yet, you can find directions to them on page three. We are trying to provide as much helpful information for consumers and service providers on social media as possible and so far the feedback has been very positive.

Contacts received by the Office of the HCSCC increased in five of the six months of the 18/19 financial year which suggests some of the proactive community engagement we’ve been implementing is working well.

I hope you enjoy the second edition of *HCSC Connect* and remember to speak with HCSCC.



Dr Grant Davies
HCSC Commissioner

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Snapshot

2018 / 19 Contacts

(This includes enquires, complaints and own motions)

Oct 18: 259 (Oct 17: 220) ↑

Nov 18: 223 (Nov 17: 215) ↑

Dec 18: 152 (Dec 17: 167) ↓

Recent Events

The HCSCC had stalls at the Feast Festival (November) and Celebrate on the Square (December).

Both events were well attended and the HCSCC staff were kept busy answering questions from members of the public about the services we provide to the South Australian community.

As always, the HCSCC collateral was very popular with mugs, stress balls, tea towels and pens all in vogue for both events.

The HCSCC is aiming to extend its reach during 2019 and if you have any suggestion about where we should be, please [email us](#) and let us know.



HCSCC staff at Celebrate on the Square (top, left) and Feast Festival (right).

Case Study

In late October, the HCSCC received a complaint from a member of the public alleging they had not had fees associated with a doctors visit properly explained. The complainant attempted to resolve the issue directly but was not able to find a suitable solution with the practice.

The day after receiving the complaint, the HCSCC wrote to the doctor outlining the issues raised by the complainant and requested an attempt be made to resolve the issue directly.

Shortly after, the HCSCC received a copy of a letter from the doctor to the complainant admitting that as a consumer they had the right to understand costs associated with the services that were provided. As fees were not properly disclosed, the doctor agreed to bulk bill for the consult.

It only took seven days from the time the complainant wrote to the HCSCC until the doctor wrote back with a resolution.

“It only took seven days from the time the complainant wrote to the HCSCC until the doctor wrote back offering the resolution.”



Speak with the HCSCC
P: 08 8226 8652
P: 1800 232 007 (toll free)
F: 08 8226 8620
I: www.hcsc.sa.gov.au
E: info@hcsc.sa.gov.au



Commissioners Conference

In November, the HCSCC hosted the Australian and New Zealand Disability Complaints Commissioners and the Australian and New Zealand Health Complaints Commissioners.

Over the three days, very engaging discussions were had about NDIS transition, NDIS Quality and Safeguards Commission implementation and Unregistered Health Practitioners — amongst many other topics.

A particular highlight was the great discussion with SA Health's Chief Executive Dr Chris McGowan who spoke about his vision for the Department.

The Conferences are held twice a year and rotate between the States and Territories of Australia and New Zealand.



The Australia and New Zealand Disability Complaints Commissioners (top, right) and the Australian and New Zealand Health Complaints Commissioners (left).

New website

One of the key changes for the HCSCC in 2019 will be a new website. Much work has been happening behind the scenes to build a new one to replace our current — and somewhat outdated — site.

The new site will be much easier for consumers and service providers to navigate and find information. The draft website will soon go to a consumer consultation phase before it is officially launched.

For now, you can keep visiting www.hcsc.sa.gov.au. Here's a small teaser of what is to come...



I N 2 0 1 9

A C H A N G E

I S C O M I N G . . .

Social Media



Did you know...

The HCSCC can help resolve complaints through the following methods: assessing the issue, direct resolution, informal mediation, conciliation, investigation and referral.