



A word from the Commissioner

It has been another very busy period for the Office of the HCSCC.

We attended four events over the last three months and we will also be at another in early December.

Our [Annual Report](#) was tabled in Parliament in late October and I was also pleased to publish our [Companion Document](#) which compliments the Report.

The 2018/19 Financial Year saw a three per cent increase in overall contacts from the previous financial year.

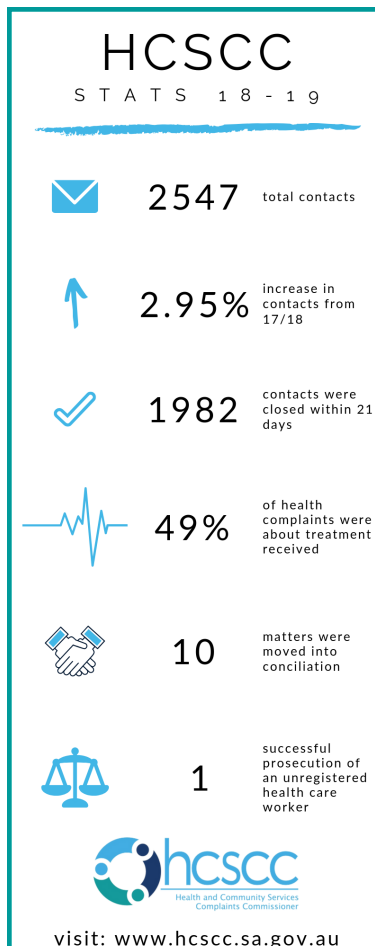
Also, as mentioned in the last edition of the HCSCC Connect, we have had an increase in the amount of matters that were conciliated.

While this figure is 10, most of these matters started in the last three months of the financial year which aligned with a change in our processes and complaint handling practices.

2019/20 will be another busy year for the Office if the HCSCC — particularly as we continue the review of our processes and procedures.

Finally, I would like to thank the staff of the office. 2018/19 was very busy and the way staff worked collaboratively while continuing to provide a high quality service is inspirational.

Assoc Prof Grant Davies
HCSC Commissioner



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Snapshot

2019 / 20 Contacts

(This includes enquires, complaints and own motions)

July 2019: 185 (July 2018: 229)	↓
Aug 2019: 191 (Aug 2018: 235)	↓
Sep 2019: 183 (Sep 2018: 206)	↓

Events

The Office of the HCSCC has been out and about at a variety of events in the last few months.

Two of note were the Disability, Ageing and Lifestyle Expo and the Feast Festival's Picnic in the Park.

The DAL Expo is always well attended and our stall was very busy throughout the day.

The Picnic provided a chance for the Office of the HCSCC to reach the LGBTIQ community.

We value participating in events as they allow us to reach as many South Australians as possible. If you are hosting an event, or know of one that you think the HCSCC should be at, please let us know [here](#).



HCSCC staff at the Disability, Ageing and Lifestyle Expo in October (top) and Feast Festival's Picnic on the Park in November (bottom).

2018/19 Financial Year

2018/19 was a very busy one for the Office of the HCSCC!

The Commissioner met regularly with Chief Executive Officers and senior executives of Local Health Networks, senior executives of the Department of Health and Wellbeing and the Australian Health Practitioner Regulation Agency, non-government organisations, consumer organisations and service provider organisations.

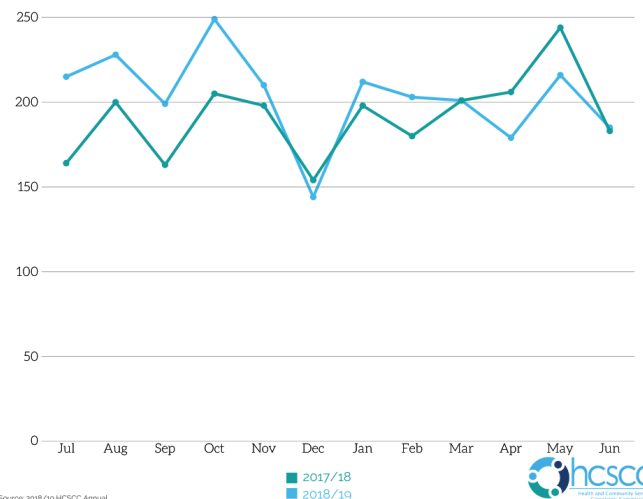
We developed a Communications Strategy to increase awareness of the Office in the community. We established a solid social media presence to highlight our work and undertake targeted promotions. Our new website was launched on 25 March 2019.

Also in March 2019, South Australia adopted the National Code of Conduct for Health Care Workers (known in South Australia as the Code of Conduct for Certain Health Care Workers).

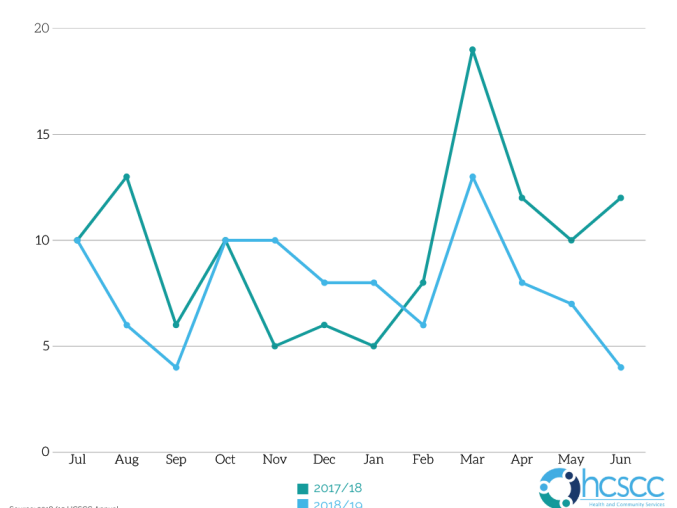
We changed the way we assess complaints and are much quicker at determining whether we conciliate, investigate, refer or take no further action on a complaint. In 18/19 our complaint numbers decreased slightly but our enquiry figures increased. This means we are providing more advice and guidance to people calling us which may be facilitating a direct resolution with the service provider.

Read our [Companion Document](#) to learn more about the 2018/19 Financial Year for the HCSCC.

HEALTH CONTACTS 18/19



COMMUNITY SERVICES CONTACTS 18/19



Brochures and Fact Sheets

The HCSCC has been working on updating some of its online collateral.


The [Consumer Brochure](#) and [Know Your Rights Brochure](#) have had their design upgraded.

The [Service Provider Brochure](#) has been updated and its design upgraded.

We have also uploaded several new fact sheets to our website.

They aim to help consumers and service providers understand some of our key processes like conciliation and prohibition orders.

You can find all our brochures and fact sheets [here](#).



HCSCC Process
Cooperation is essential to obtain information and resolve complaints.
Most matters are resolved in conciliation and sometimes investigation.
The HCSCC will ask you to provide information, a response, an explanation or documents within a reasonable time. This includes obtaining a consumer's clinical records.
The HCSCC will sometimes seek a report from you about the progress of the complaint and the steps and actions taken towards resolving it.

Contact the HCSCC:
For more information speak with the HCSCC:
Telephone
Enquiry Service
Monday - Friday (9am - 5pm)
(08) 8226 8666
1800 232 007 (Country SA landline)
Teleypewriter (TTY)
133 677
1800 555 677 (Country SA landline)
Write
HCSCC
PO Box 199
RUNDLE MALL SA 5000
Email
info@hcsc.sa.gov.au
Website
www.hcsc.sa.gov.au
Fax
8226 8620

The HCSCC can also:

- Monitor and reports complaint trends.
- Make recommendations to improve safety and quality.
- Provide training and coaching about making and responding to complaints.

Need Help?

- Visit www.hcsc.sa.gov.au/for-service-providers-addressing-complaints/
- Speak with the HCSCC.
- Request a guest speaker.

Service Provider Brochure
Responding to complaints about health or community services.

The new Service Provider Brochure is available on our website.

Prohibition Order: Two Wolves — One Body

On Thursday, 21 November 2019 the HCCSC issued a public statement about prohibition orders against Ms Carlie J. Angel and Mr Brad T. Williams, trading as Two Wolves – One Body.

The orders prohibit Ms Angel, Mr Williams and the entity Two Wolves – One Body, either personally or through or in connection with another person or entity, from:

- providing health services that involves, or is any way related to, Kambô or Sananga services of any description on an indefinite basis; and
- offering, advertising or otherwise promoting health services that involves, or is any way related to, Kambô or Sananga services of any description on an indefinite basis.

The prohibition orders follow an investigation by the HCSCC, during which expert evidence was obtained concluding that there are no clinical data which indicates any medical benefits arising from the application of Kambô treatments.

To read the full public statement, click [here](#).

Upcoming Events

The Office of the HCSCC will be at [Celebrate on the Square](#) on Friday, 6 December being held in Victoria Square in Adelaide.

This event is held on International Day of People with Disability and you can visit us at stall number 4, which will be located on the western side of the square (tram tracks side).

