



A word from the Commissioner

A warm welcome to 2020!

The Office of the HCSCC will be celebrating its 15th birthday this year. We began operation in October 2005.

Much has changed since then but not our desire to help consumers, carers and service providers to try and resolve complaints.

Another thing which has not changed is our logo, though we have tinkered with the colour scheme in the last 18 months or so.

I am pleased to announce the Office of the HCSCC will be launching a new logo later this year.

Since my appointment as Commissioner, I have thought our public presence could be modernised and changed in a way to make us more approachable.

The feedback we have received at the many events we attend is that our logo does not reflect who we are and what we do. We agree. Please watch this space for more.

On page two of this edition you will find some statistics from the first half of this financial year.

They provide a small snapshot into our work.

Also, on page three you will read a story about a service provider who reached out to us about complaints training for the senior team.

We welcome this and urge service providers to contact us if they want support.

Please enjoy the sixth edition of HCSC Connect.



Assoc Prof Grant Davies
HCSC Commissioner

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Snapshot

2019 / 20 Contacts

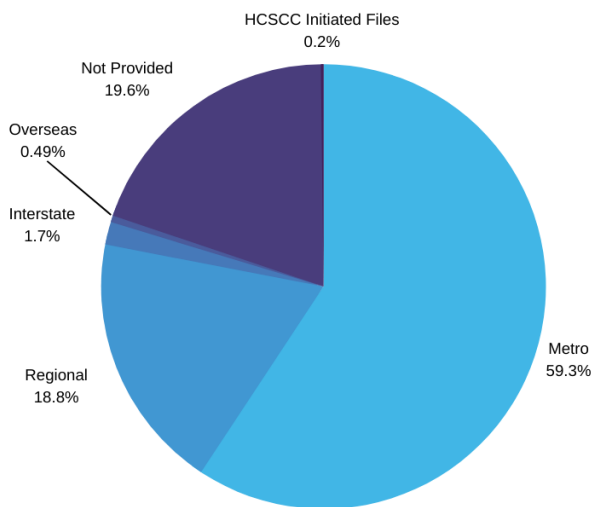
(This includes enquires, complaints and own motions)

Oct 2019: 191 (Oct 18: 259)	↓
Nov 2019: 165 (Nov 18: 223)	↓
Dec 2019: 132 (Dec 18: 152)	↓

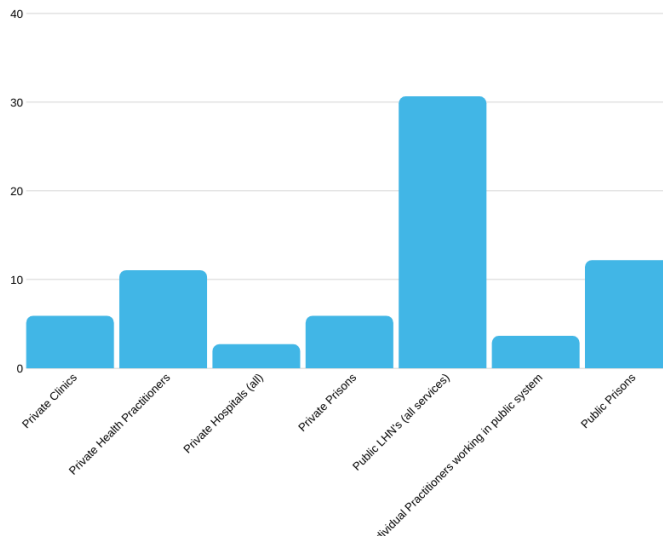
Some statistics...

These statistics are from 1 July 2019 to 31 December 2019.

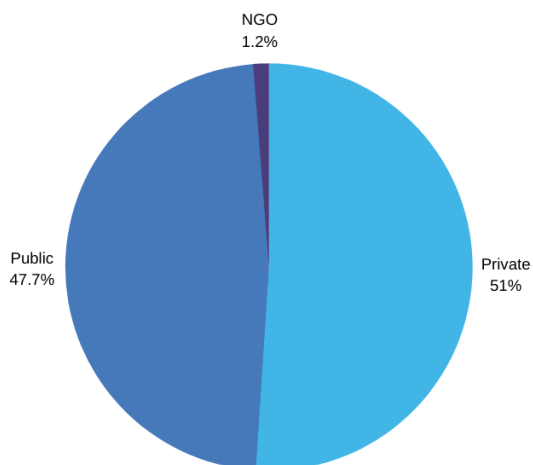
19/20 Location of Contacts



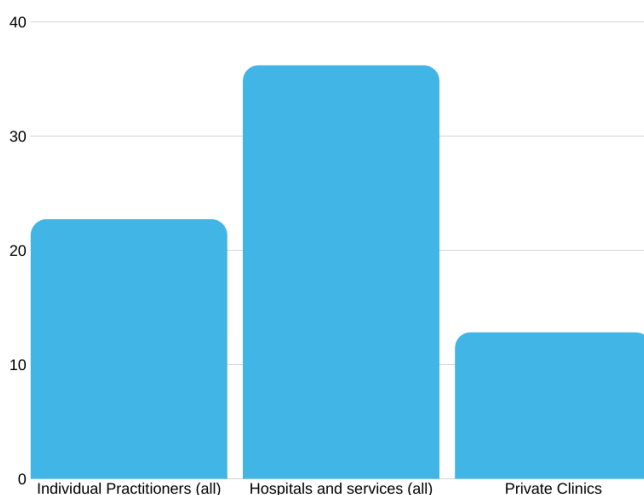
19/20 Health contacts about major services (by percentage)



19/20 Health contacts by service provider



19/20 Health contacts by sub-category (by percentage)



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)
 Email: info@hcscc.sa.gov.au



Repromed Visit

Recently the Commissioner held a training session about complaint management for staff at Repromed in Dulwich.

The training was initiated by Repromed and was attended by senior staff of the organisation.

The hour-long session focused on the importance of good complaint handling, how service providers can promote complaint procedures and how the HCSCC can assist.

We love hearing from service providers and community organisations who want to learn about us, our role and how to handle complaints.

Please [contact us](#) if you're interested in having someone from the HCSCC visit.



Associate Professor Grant Davies led a complaints management training session for staff at Repromed in Dulwich.

Case Study

We received a complaint from a member of the public about dental work they had received.

The complainant alleged that the dentist had agreed to do significant work over three financial years in order to keep the cost of the work down.

The dental work was done over two years, meaning the complainant was unable to claim all the work on their private health and leaving a substantial fee that required payment.

The Office of the HCSCC wrote to the dentist who, in response, agreed there was a lack of communication about the treatment plan and waived the outstanding amount.

Communication is key. We find most of the complaints we receive have some form of communication issues associated with them.

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Upcoming Events

The Office of the HCSCC will have a stall at the Southern Region Nunga Tag Carnival, being held at the South Adelaide Football Club on Wednesday, 11 March.

The event, which commences at 9am and finishes at 2:30pm, includes a free community barbecue, a pop up barber for boy hair cuts and giveaways. More information is available [here](#).

Social Media



Make a Complaint

If you would like to make a complaint, click [here](#). Or, you can get advice by calling the HCSCC Enquiry Service on 82268666.