



A word from the Commissioner

Another year is coming to an end and by the time our next newsletter is issued, it will be four years since my appointment.

Since then, we have made significant progress with our public profile for both consumers and service providers – something of which I am extremely proud.

Our latest Annual Report, which was tabled in Parliament on 28 October 2021, reflects just how much work we've put into this project.

We saw an increase of 24 percent in total contacts. This was underpinned by a 30 percent increase in health contacts. The total number – 2840 – is, as far as we can tell, the highest number we've ever received in this office in a financial year.

Also, 96 matters moved into conciliation and 115 conciliations were completed for the financial year.

There are many other highlights and I encourage you to read our [Annual Report Companion Document](#).

Finally, I'd like to take this opportunity to wish you and those close to you a safe, happy and healthy holiday period.



Assoc. Prof. Grant Davies
HCSC Commissioner

HCSC Connect

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Snapshot

2021/22 Contacts

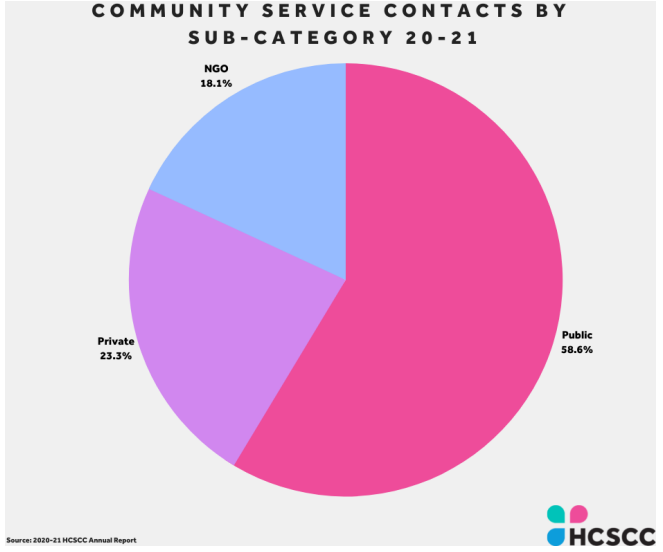
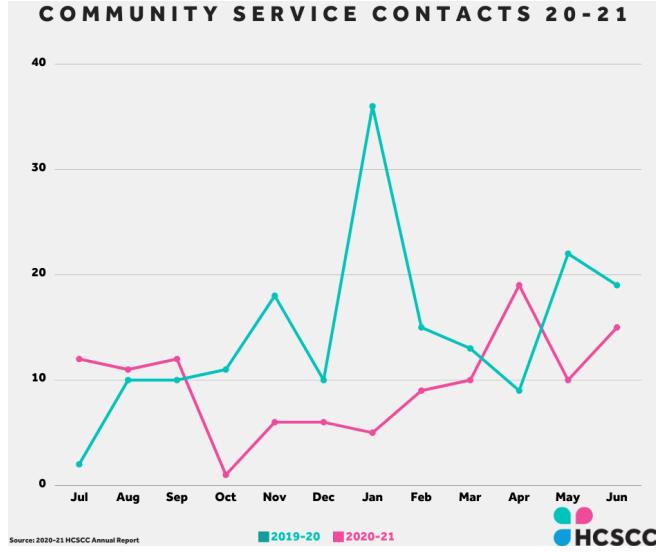
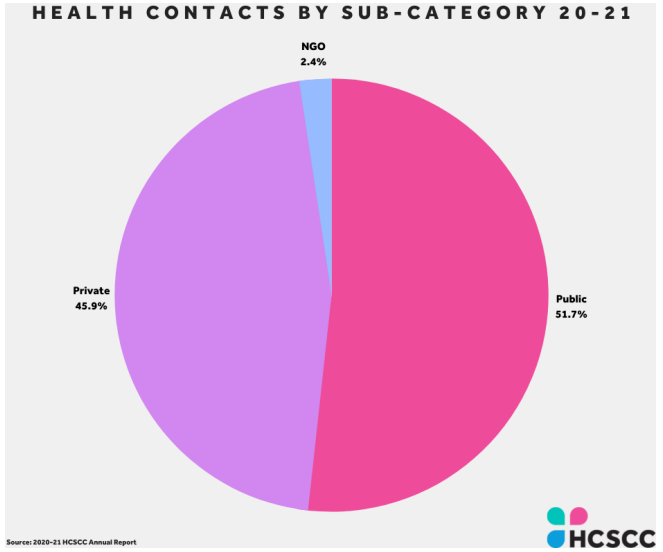
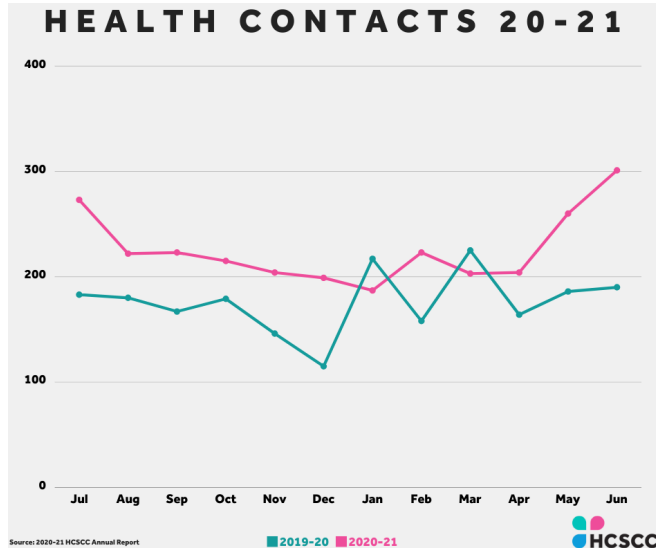
(Including enquires, complaints and own motions)

Jul 2021:	308
Aug 2021:	298
Jun 2021:	310



Annual Report Statistics

Our [Annual Report Companion Document](#) has more statistics from the 2020-21 Financial Year.



“This is an example of how correct authority is required when lodging a complaint...”

Case Study

The HCSCC received a complaint from a member of the public about the treatment and care of their brother who had since died.

The HCSCC enquired whether the parents – as next of kin – would provide authority for the complaint to proceed. The parents said they would not, and the complaint could not proceed.

The HCSCC still provided advice to the complainant about how to raise concerns with the service providers.

This is an example of how correct authority is required when lodging a complaint and how the HCSCC can suggest solutions when concerns raised can't progress.



Picnic in the Park

On Sunday 28 November 2021, staff from the HCSCC attended Feast Festival's *Picnic in the Park*. The annual event is held at Pinky Flat in Adelaide.

Picnic in the Park is the traditional end to the month-long festival which celebrates South Australia's LGBTIQ+ community.

Last year's *Picnic* was cancelled due to the pandemic, so this was the first time the HCSCC could showcase its new brand at this event.

It was very well received by those who attended, and it was a highly successful event – both for Feast and the HCSCC.



Photo: The HCSCC stall at *Picnic in the Park*.

Case Study

Not every conciliation is done face-to-face.

The HCSCC received a complaint from a consumer about being charged a fee for canceling an appointment with their service provider.

The service provider's website stated that 48 hours' notice was required to avoid a fee. The consumer had tried to contact to the service provider before that but, as it was a weekend, the service was closed.

A conciliation took place by email, which saw the consumer receive a refund and the service provider update its website to say "two business days" rather than 48 hours.

Speak with the HCSCC



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Opening Hours

Monday-Friday: 9am to 5pm
Saturday/Sunday: Closed