



## HCSCC SA Charter of Health and Community Services Rights (2010-2014)

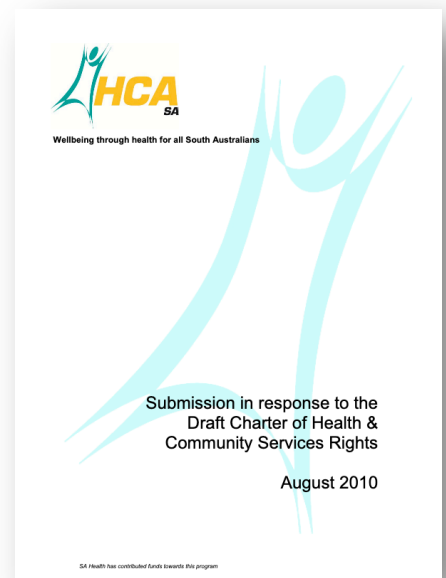
The Office of the SA Health and Community Services Complaints Commissioner (HCSCC) was established in October 2005 as an independent statutory office helps consumers, carers and service providers – this includes government, private and non-government health and community services – to try and resolve complaints. Since its establishment, HCASA worked closely with the Commissioner, and particularly, in the development of the inaugural Charter of Rights. In 2010 HCASA provided a response to the Draft Charter.

In 2012, HCASA partnered with the HCSCC in a project aimed to:

- Design and facilitate a process to inform and consult with various target audiences regarding the HCSCC Charter.
- Produce a report on the process to be forwarded to the Complaints Commissioner and the HCSCC Charter Project Reference Group.
- Support consumer and community engagement in the development of the HCSCC Charter in line with HCASA's Corporate Plan 2010.

The purpose of the project was to:

- Ensure the health consumer voice was heard in the development of the HCSCC Charter:
- Engage with HCASA's target audience to:
- Inform consumers about the development of the HCSCC Charter.
- Involve consumers in order to ensure that their concerns and aspirations are directly reflected in HCASA's Charter response to the Complaints Commissioner and the HCSCC Charter Project Reference Group.
- Provide feedback to consumers on how they have influenced the development of the HCSCC Charter.



In informing the development of the Charter, HCASA ran forums and focus groups with key consumers groups including mental health consumers, consumer advocates and Carers SA to ensure the Rights reflected the needs of all consumers, particularly those who experience health disadvantage

In 2014 HCASA and HCSCC partnered to run a joint workshop Becoming a Charter Champion and to work more directly with consumers and carers to support and facilitate them to better understand the role and significance of the Charter for health consumer advocacy and how to promote and use the Charters Rights to inform their role and to frame questions and discussions with health service providers, particularly leaders and policy makers in clinical governance.

The HCSCC Charter of Rights became the benchmark for the development of the Australian Charter of Healthcare Rights developed by the Australian Commission of Safety and Quality in Healthcare.

A copy of the Charter and other resources to support its use can be found on the Health and Community Services Complaints Commissioner website [www.hcsc.gov.au](http://www.hcsc.gov.au)

**HCASA September 2020**

