

**MEDIA RELEASE:**

**PROHIBITION ORDER – Quality Cancer Care Pty Ltd**

**28.09.2022**

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Following an investigation by the Victorian Health Complaints Commissioner, Quality Cancer Care Pty Ltd has today been issued with a prohibition order permanently banning them from providing any general health services.

Health Complaints Commissioner, Adjunct Professor Bernice Redley issued the prohibition permanently banning Quality Cancer Care Pty Ltd (ACN 164 446 708) from providing any general health service, until varied or revoked by order of the Commissioner. The general health service provider named above must not offer or provide radiotherapy services or operate a radiation source without an appropriately authorised radiation medical practitioner to provide the procedure or operate the radiation source. A copy of the prohibition order, detailing these conditions is available on our [website.](https://hcc.vic.gov.au/order/quality-cancer-care-pty-ltd-5)

Professor Redley stated that “the safety of Victorians continues to be our number one priority. I have issued this permanent ban on Quality Cancer Care Pty Ltd as I believe they pose a serious risk to the health, safety and welfare of the Victorian public and should be prohibited from offering their services.”

Quality Cancer Care Pty Ltd had been the subject of an investigation by the HCC since June 2020 when the previous Health Complaints Commissioner issued a [Public Warning,](https://hcc.vic.gov.au/warning/quality-cancer-care-bendigo) following concerns raised by her office with respect to the healthcare and treatment provided by the organisation to its patients. At the time, the HCC urged the public to contact them on a dedicated ‘hotline’. A prohibition order is only issued once an investigation is complete and the Commissioner feels that measures need to be taken to protect the public from serious risk to their health, safety or welfare. Details of how the investigations are conducted can be found on our [website](https://hcc.vic.gov.au/providers/investigations).

The Commissioner noted that while there are many safe and ethical general service providers, not all comply with their obligations and do the right thing. “That is why it is important for any person considering any general health service treatment to consider what can go wrong and what they have a right to expect from their health service provider so that they can make fully informed decisions. Any person considering treatment should ask the provider about their qualifications and experience, any risks involved in the treatment and if they as providers of the service have insurance in the instance that something does go wrong.

Putting the prohibition order in place, Professor Redley, said this should serve as a reminder to all General Health Services who do not observe the [Code of Conduct](https://hcc.vic.gov.au/providers/general-health-service-providers) for General Health Services that her office continues to investigate those providers who pose a risk to the public and to take action against them. “We rely on community members to come forward with their concerns so that we are aware of possible breaches of the code. If your expectations for safe and ethical healthcare are not met, or if you believe a health service provider is operating outside the code of conduct for general health services, please contact us via the online complaint form at [hcc.vic.gov.au](https://hcc.vic.gov.au/make-complaint) or call us on **1300 582 113.**

**END**

**BACKGROUND FOR MEDIA:**

Please visit our website for information on our [Code of Conduct for General Health Services](https://hcc.vic.gov.au/sites/default/files/media-document/code_of_conduct_full_text_a3_poster.pdf), or [interim and permanent prohibition](https://hcc.vic.gov.au/orders-warnings/prohibition-orders) orders. For more information the services offered by the HCC and how to lodge a complaint, visit: <https://hcc.vic.gov.au>

# For more information or media enquiries please contact: Ms Lorna Walsh, Manager, Communications, Media and Engagement at media@hcc.vic.gov.au or via 0428 380 858

# About HCC

The Health Complaints Commissioner is an independent, statutory body responsible for regulating health services in Victoria and derives powers from the [*Health Complaints Act 2016*.](https://hcc.vic.gov.au/about/legislation) We resolve complaints about healthcare and the handing of health information in Victoria. We can also investigate matters and review complaints data to help health service providers improve the quality of their service. We act independently and impartially.