

MEDIA RELEASE:

PROHIBITION ORDER – Sean Connell

25.01.2023

Following an investigation by the Victorian Health Complaints Commissioner, Mr Sean Connell has today been issued with a prohibition order permanently banning him from providing any general health services.

Health Complaints Commissioner, Adjunct Professor Bernice Redley issued the prohibition permanently banning Sean Connell, who also trades as 'Energy Wellness' (ABN 96 671 286 250) from providing any general health service, until varied or revoked by order of the Commissioner. The general health service provider must not offer, advertise or provide lymphatic drainage massage. He is also prohibited from establishing, direct or otherwise any business that either advertises, offers or provides (or causes to be advertised, offered or provided) any general health service, paid or otherwise, in a clinical or non-clinical capacity. A copy of the prohibition order, detailing these conditions is available on our [website](#).

Professor Redley stated that “the safety of Victorians continues to be our number one priority. I have issued this permanent ban on Sean Connell and 'Energy Wellness' as I believe Mr Connell poses a serious risk to the health, safety and welfare of the Victorian public and should be prohibited from offering health services through 'Energy Wellness'.”

Sean Connell had been the subject of an investigation by the HCC since December 2021 when the previous Acting Health Complaints Commissioner issued an [Interim Prohibition Order](#) following concerns raised by her office. Mr Connell operates in South Belgrave and South Morang. 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](#).

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](#) 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 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](#), or [interim and permanent prohibition](#) 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](#). 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.
