



## MEDIA RELEASE

### Prohibition Order – Teana Barry (Teana L Barry)

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Following an investigation by the Health Complaints Commissioner, Teana Barry, also known as Teana L Barry, who offers counselling services in Melbourne has been issued with a prohibition order permanently banning her from providing any general health services involving counselling or psychotherapy services

Health Complaints Commissioner, Adjunct Professor Bernice Redley said Ms Barry, also trading as Teana L Barry, is permanently banned from providing general health services, including psychotherapy and counselling services. A copy of the prohibition order, (which sets out all of the services Ms Barry is banned from providing) is available on our [website](#).

Professor Redley said “the safety of Victorians continues to be our number one priority. I have issued this permanent ban on Teana Barry as I believe she poses a serious risk to the health, safety and welfare of the Victorian public and should be prohibited from offering her services.”

The Commissioner noted that while there are many safe and ethical counselling treatment providers, not all comply with their obligations and do the right thing. “That is why it is important for any person considering psychotherapy or counselling 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
- the products they use (if any)
- the risks involved and if they have insurance in the instance something does go wrong

Putting the Prohibition Order in place, Professor Redley, said this should serve as a timely reminder to not only psychotherapy treatment providers, but all General Health Services who do not observe the [Code of Conduct](#) for General Health Services that our 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](http://hcc.vic.gov.au) or email at [hcc@vic.gov.au](mailto:hcc@vic.gov.au).”

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**BACKGROUND FOR MEDIA:**

Follow of the [Code of Conduct for General Health Services](#), interim and permanent prohibition orders, visit: <https://hcc.vic.gov.au/prohibition-orders-warnings/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](mailto: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.

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