

Friday, 23 April 2021

## Public Statement: Prohibition Order – Ms Hoai Thu Vu

The Health and Community Services Complaints Commissioner (HCSCC) has issued an indefinite [Prohibition Order](#) against Ms Hoai Thu Vu.

The decision to issue the Prohibition Order follows an extensive investigation by the HCSCC that started on 30 October 2020.

Ms Vu offers health services from her home in the inner north-western suburbs of Adelaide.

The Prohibition Order prohibits Ms Vu from:

- Providing skin needling treatment or any other skin penetration or invasive health service procedure.
- Offering, advertising or otherwise promoting skin needling treatment or any other skin penetration or invasive health service procedure.
- Holding herself out or otherwise promoting herself as a provider of skin needling treatment or any other skin penetration or invasive health service procedure.

HCSCC Associate Professor Grant Davies said he commenced the investigation after receiving information about facial injuries sustained by a consumer.

“The investigation found Ms Vu breached multiple sections of the [Code of Conduct](#).

“Therefore, I have decided to issue this Prohibition Order to protect the health and safety of members of the South Australian public.

“This will always be my primary concern when issuing these orders.”

The investigation found Ms Vu breached the Code by:

- Failing to provide health services in a safe and ethical manner.
- Failing to maintain the necessary competence in relation to the services performed.
- Failing to recommend the consumer seek outside care and treatment.
- Failing to comply with relevant privacy laws.
- Failing to maintain appropriate indemnity insurance.

The Prohibition Order commenced at 12:01am today. An Interim Prohibition Order which had been issued in November was extended for the duration of the investigation and was still in effect when the permanent order commenced.

Any member of the public who has concerns about health service provided by Ms Vu is encouraged to speak with the HCSCC.