



National Health
Practitioner
Ombudsman

Our work in September 2023

Monthly approaches overview

1 September 2023 to 30 September 2023

Please note: our data is subject to change due to ongoing investigations and quality assurance activities. If you have a question about our data, please contact us on 1300 795 265 or by email via complaints@nhpo.gov.au.

148

approaches
received



Up from 141 in
September 2022



49

Ombudsman
complaints received



Down from 53 in
September 2022



3

FOI matters
received



Up from 2 in
September 2022



1

privacy
complaint received



Up from 0 in
September 2022



95

enquiries
received



Up from 84 in
September 2022



Ombudsman complaints
were made by 39
individuals (down from
48 in September 2022)



0

FOI review
decisions
published



0

notifiable data
breaches assessed
(Down from 2 in
September 2022)

Complaints to the Ombudsman

14

early resolution
transfers made



Down from 16 in
September 2022



16

preliminary
inquiries made



Up from 12 in
September 2022



1

investigations
launched



Up from 0
in September 2022



46

Ombudsman
complaints finalised



Down from 55 in September 2022

Stage complaint was finalised

26

assessment

14

preliminary
inquiry

6

early resolution
transfer

0

investigation

Notification-related complaints to the Ombudsman

1 September 2023 to 30 September 2023



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29

notification-related
complaints received

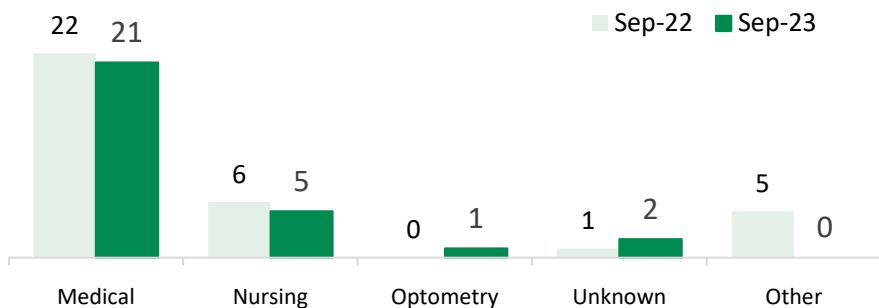


Down from 34 in September 2022

Who made notification-related complaints



Professions notification-related complaints were about



Type of notifications action that most frequently drove notification-related complaints

1. No further action taken at the assessment stage
2. Active notification about a practitioner
3. Outcome and stage of the notification decision is unknown
4. Action taken at the investigation stage
5. Action taken to refer a practitioner to a Panel or Tribunal

Stage notification-related complaints were finalised



Most common outcomes of notification-related complaints

1. The organisation's response to the complaint was fair and reasonable
2. Complainant has not made a direct complaint to the organisation about their concerns
3. Matter declined as it related to the merits of the organisation's decision
4. The complainant did not provide the NHPO with requested information
5. Feedback was provided to the organisation

Registration-related complaints to the Ombudsman

1 September 2023 to 30 September 2023

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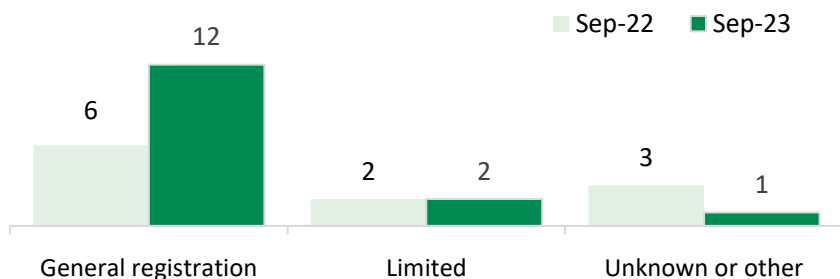


15 registration-related complaints received

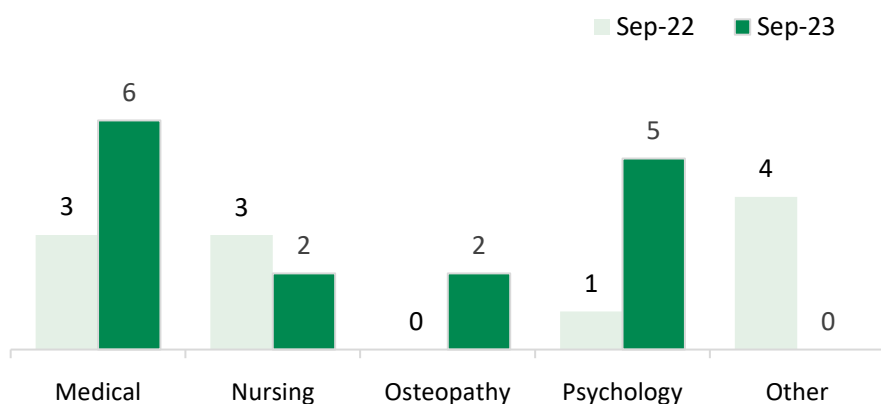


Up from 11 in September 2022

Types of registration driving registration-related complaints



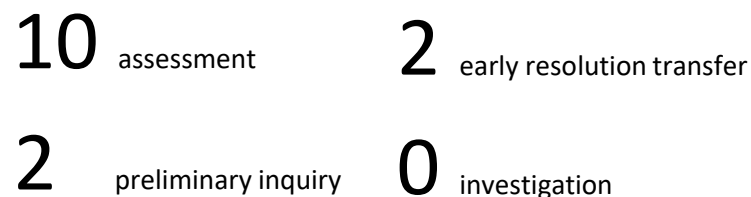
Professions registration-related complaints were about



Registration processes that most frequently drove registration-related complaints

1. Transitioning from one registration type to another
2. Supervision requirements on a practitioner's registration
3. Application of the English Language Skills Registration Standard
4. Endorsement of a practitioner's registration
5. Assessment of a practitioner's health or performance

Stage registration-related complaints were finalised



Most common outcomes of registration-related complaints

1. The complainant did not provide the NHPO with requested information
2. Investigation was not warranted in the circumstances
3. The organisation's response to the complaint was fair and reasonable
4. The complainant decided to withdraw their complaint
5. The complainant is anonymous and could not be contacted

Accreditation-related complaints to the Ombudsman

1 September 2023 to 30 September 2023



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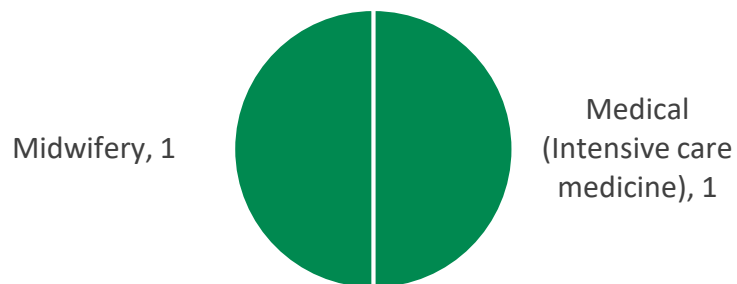


2 accreditation-related complaints received

Who made accreditation-related complaints



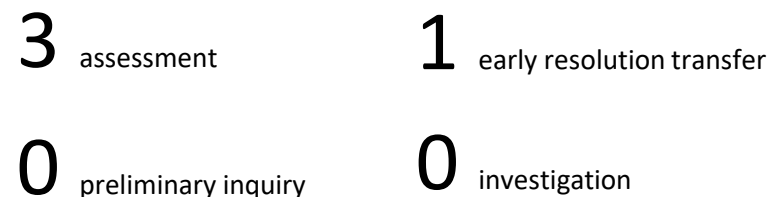
Professions and specialisations that accreditation-related complaints were about



Processes that most frequently drove accreditation-related complaints

1. Delivery of an exam
2. Handling of bullying or harassment concerns at a training site
3. Other issues relating to an exam

Stage accreditation-related complaints were finalised



Most common outcomes of accreditation-related complaints

1. The organisation's response to the complaint was fair and reasonable
2. The complainant has an active complaint with the organisation they have complained about
3. The matter remains active with the organisation
4. The NHPO has previously considered the same concerns



National Health
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Our year to date

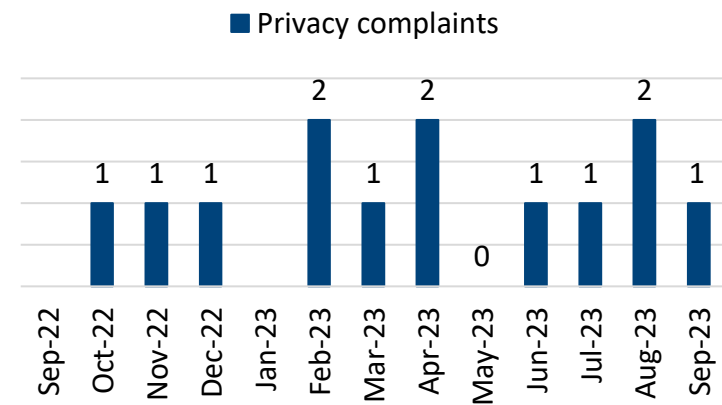
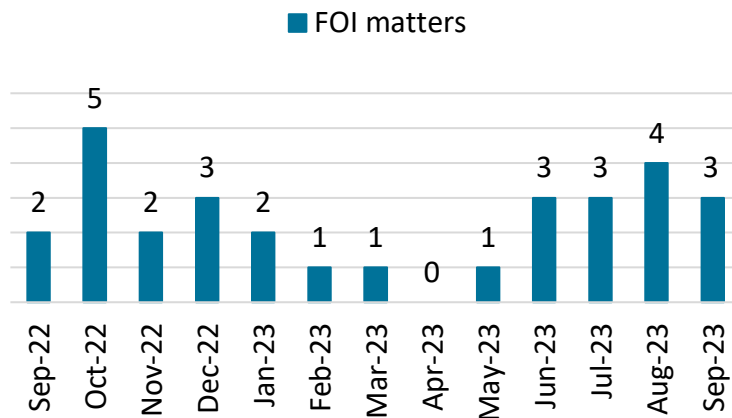
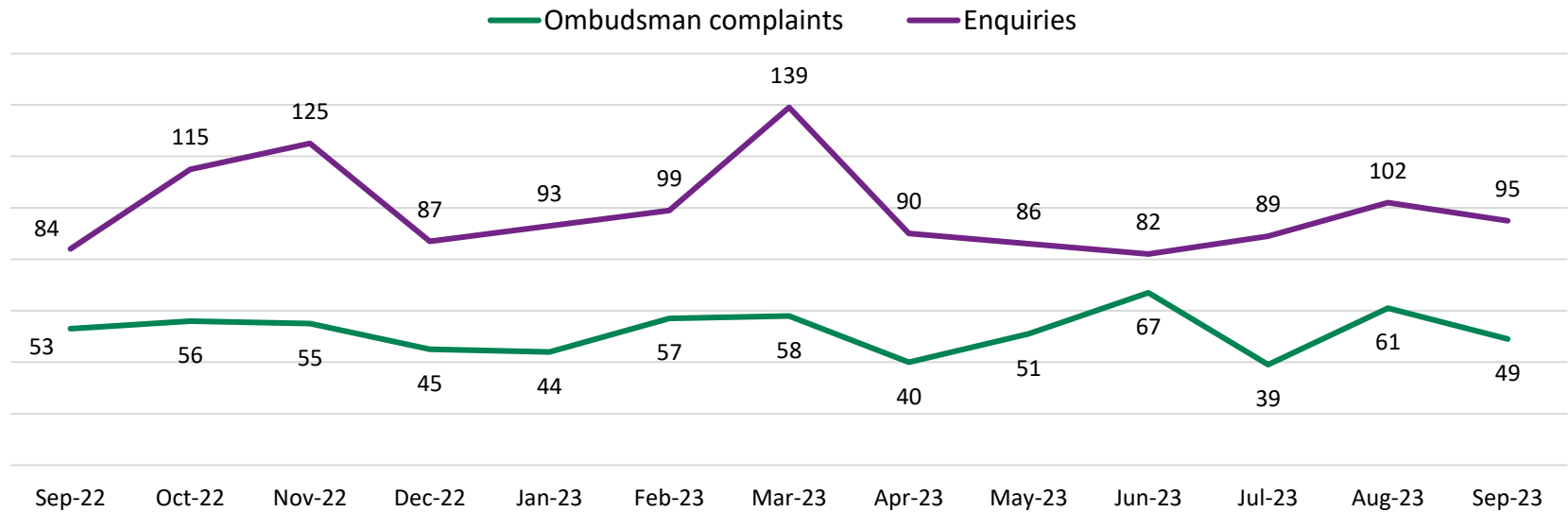
1 July 2023 to 30 September 2023

Approach trends

1 July 2022 to 30 September 2023



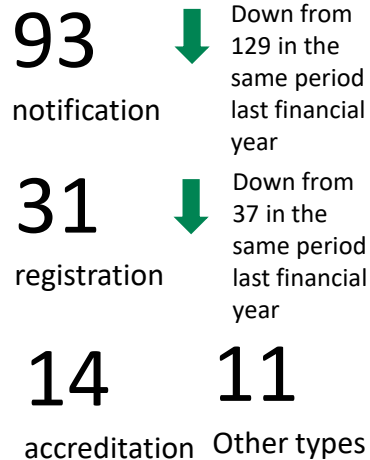
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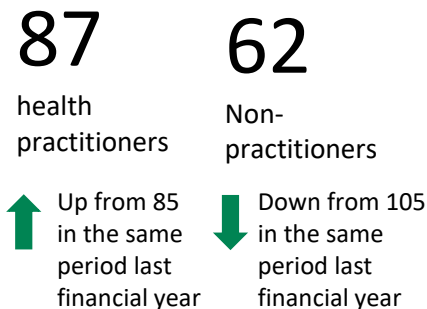
Ombudsman complaints received from 1 July 2023 to 30 September 2023

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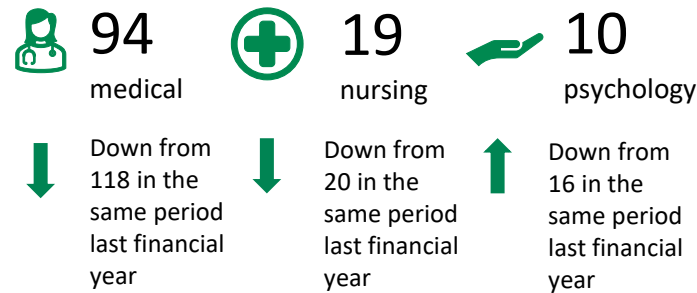
Types of complaints received



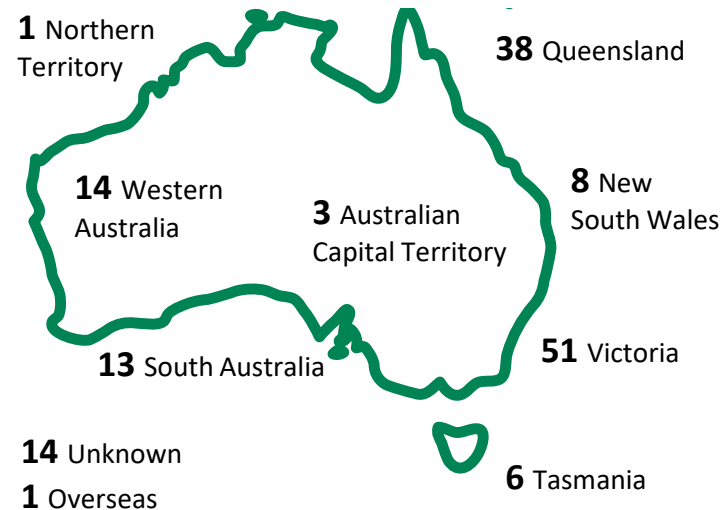
Who made complaints



Professions most complaints were about



Location the complaints were made from



Most common notification-related issues that drove complaints

1. Notifier believes a decision to take no further action at the assessment stage was unfair or unreasonable
2. Notifier believes inadequate steps were taken before a decision to take no further action was made at the assessment stage
3. Practitioner believes a decision has been made following an investigation without all evidence being considered

Most common registration-related issues that drove complaints

1. Practitioner seeking general registration believes the process for transitioning from one registration type to another is unfair
2. Practitioner seeking general registration believes a decision made about their transition from one registration type to another is unfair or unreasonable
3. Practitioner seeking general registration believes the fees they have been charged for registration are unfair or unreasonable

Resolution of Ombudsman complaints from 1 July 2022 to 30 September 2023

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Early resolution mechanisms

106 

complaints
finalised at the
assessment stage

Down from
111 in the
same period
last financial
year



24 

complaints finalised
at the preliminary
inquiry stage

Down from
32 in the
same period
last financial
year



26 

complaints finalised
at the early resolution
transfer stage


Down from
35 in the
same period
last financial
year



Most common outcomes at early resolution stages (assessment, preliminary inquiry and early resolution transfer)

1. Investigation was not warranted in the circumstances
2. The organisation's response to the complaint was fair and reasonable
3. The complainant did not provide information the NHPO had requested
4. The complaint concerned the merits of the organisation's decision
5. The NHPO has previously considered the concerns raised by the Complainant

Investigations

2 

complaints
finalised at the
investigation stage

Down from 8 in the same
period last financial year

Most common investigation outcomes

1. We provided feedback to the organisation being complained about
2. Apology or acknowledgement was provided by the organisation being complained about
3. Formal comments or suggestions were provided to the organisation

Ombudsman and Commissioner's observations

My office received 148 approaches during September 2023, which is slightly higher than the number received in September 2022 (141).

The number of complaints to the Ombudsman remained relatively consistent with September 2022 (49, down from 53). However, the total number of complaints to the Ombudsman received so far this financial year is considerably lower than that received during the same period last financial year (149, down from 190). This is mostly due to a reduction in the number of notification-related complaints (36 fewer notification-related complaints). Despite this reduction, overall trends for complaints to the Ombudsman remain consistent; complaints about the handling of notifications, complaints relating to the medical profession, and complaints from Victoria remain the dominant features of complaints received over the past three months.

This month we initiated 14 early resolution transfers and made preliminary inquiries regarding 16 complaints to the Ombudsman. We also commenced a new investigation into a complaint to the Ombudsman, and another investigation into a privacy complaint to the Commissioner.

We finalised 46 complaints to the Ombudsman in September 2023, all without a formal investigation. This brings the total number of approaches finalised so far this financial year to 458, including 286 enquiries, 158 complaints to the Ombudsman, 8 FOI review applications, and 5 privacy complaints to the Commissioner.