



National Health
Practitioner
Ombudsman

Our work in February 2025

Monthly approaches overview

1 February 2025 to 28 February 2025



National Health
Practitioner
Ombudsman

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.

166

approaches
received



Up from 141 in
February 2024



52

Ombudsman
complaints received



Down from 56 in
February 2024



1

FOI matter
received



Down from 2 in
February 2024



3

privacy
complaints received



Up from 2 in
February 2024



110

enquiries
received



Up from 81 in
February 2024



Ombudsman complaints
were made by 38
individuals (consistent
with 38 in February
2024)



0

FOI review
determinations
(1 in February
2024)



0

notifiable data
breaches assessed
(0 in February
2024)



Complaints to the Ombudsman

7



early resolution
transfers made

Up from 6 in
February 2024



9



preliminary
inquiries made

Down from 13 in
February 2024



0



investigations
launched

Down from 14 in
February 2024



43

Stage complaint was finalised

30

assessment

5

early resolution
transfer

Ombudsman
complaints finalised

Up from 38 in
February 2024



7

preliminary
inquiry

1

investigation

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Notification-related complaints to the Ombudsman

1 February 2025 to 28 February 2025



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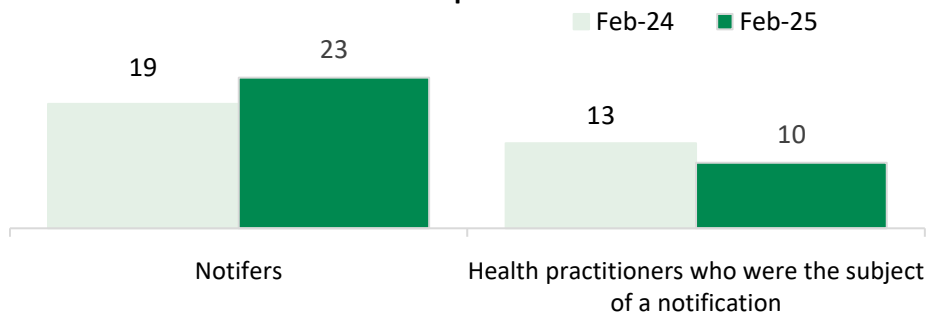
33

notification-related
complaints received

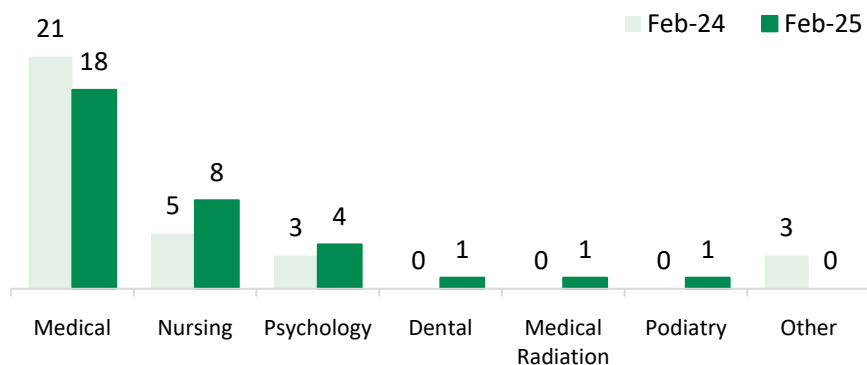


Up from 32 in February 2024

Who made notification-related complaints



Professions notification-related complaints were about



Types of notification actions that most frequently drove notification-related complaints

1. No further action taken at the assessment stage
2. An active notification
3. No further action taken at the investigation stage
4. Action taken at the assessment stage
5. Action taken in the form of immediate action

Stage notification-related complaints were finalised

18 assessment 4 early resolution transfer
5 preliminary inquiry 0 investigation

Most common outcomes of notification-related complaints

1. An investigation was not warranted in the circumstances
2. The complaint concerned the merits of the organisation's decision and we do not have the power to review the merits of a decision
3. The complainant did not provide information that our office had requested
4. The organisation's response to the complaint was fair and reasonable
5. We have previously considered and made a decision regarding the complainant's concerns

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Registration-related complaints to the Ombudsman

1 February 2025 to 28 February 2025

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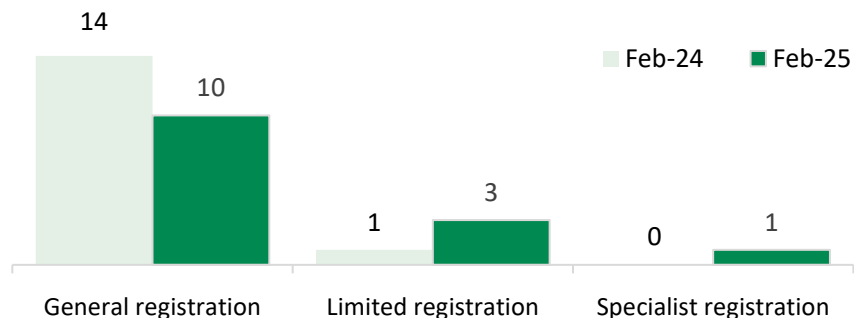
14

registration-related
complaints received

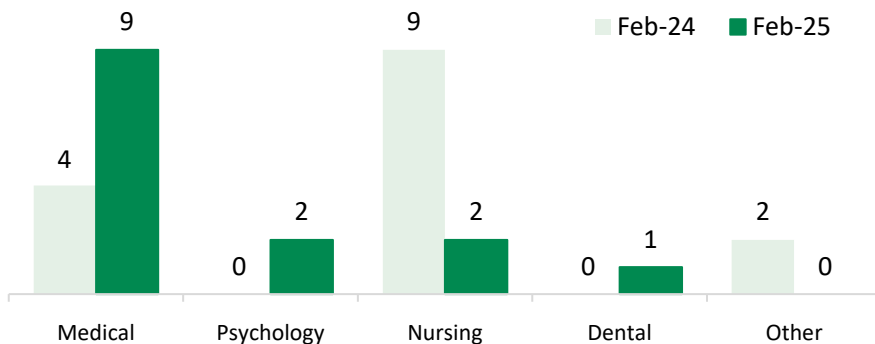


Down from 15 in February 2024

Types of registration driving registration-related complaints



Professions registration-related complaints were about



Registration processes that most frequently drove registration-related complaints

1. Compliance activity relating to restrictions imposed on a practitioner's registration
2. Processing of a new application for registration
3. Processing of an application for renewal of registration
4. Processing of an application for a review of restrictions on a practitioner's registration
5. Supervision requirements on a practitioner's registration

Stage registration-related complaints were finalised

12 assessment 1 early resolution transfer
1 preliminary inquiry 0 investigation

Most common outcomes of registration-related complaints

1. The complainant did not provide information that our office had requested
2. The organisation's response to the complaint was fair and reasonable
3. The concerns raised would be more appropriately considered by a court or tribunal
4. An investigation was not warranted in the circumstances
5. The organisation complained about has not yet been given an opportunity respond to the concerns raised

Accreditation-related complaints to the Ombudsman

1 February 2025 to 28 February 2025



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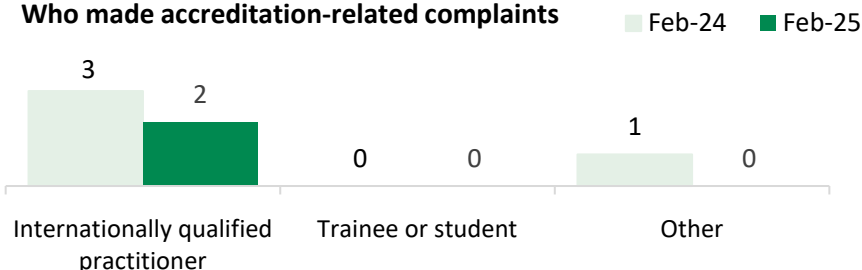
2

accreditation-related
complaints received

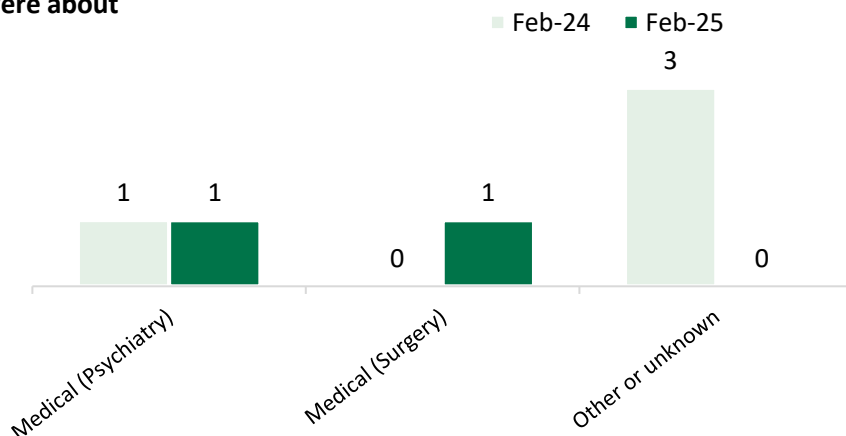


Down from 4 in February 2024

Who made accreditation-related complaints



Professions and specialties that accreditation-related complaints were about



Processes that most frequently drove accreditation-related complaints

1. Assessment of an international qualification
2. Fairness of an exam

Stage accreditation-related complaints were finalised

0 assessment 0 early resolution transfer
0 preliminary inquiry 1 investigation

Most common outcomes of accreditation-related complaints

1. The organisation agreed to change a policy or process

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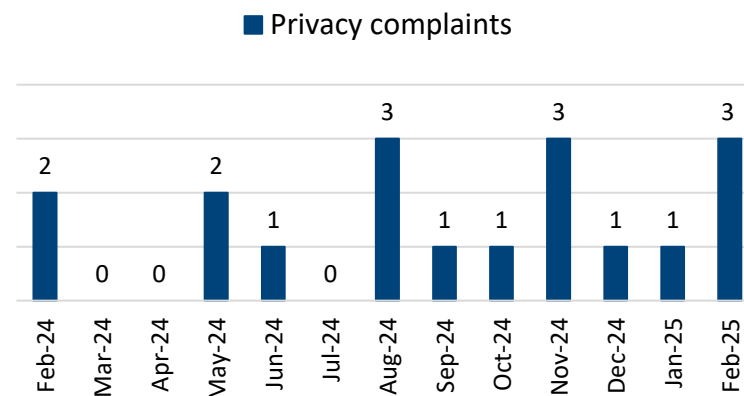
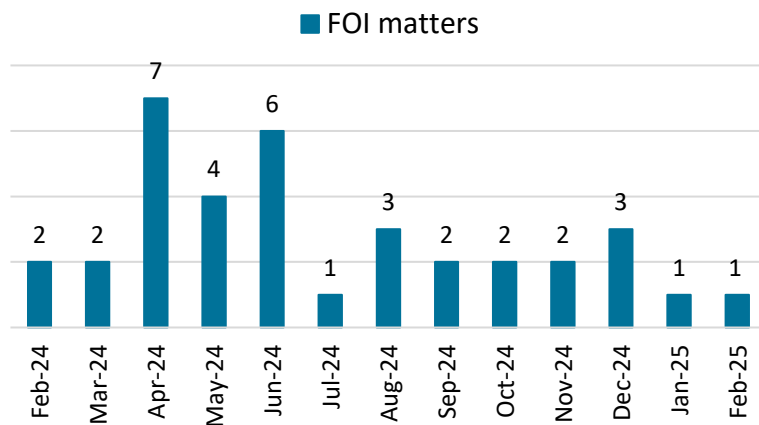
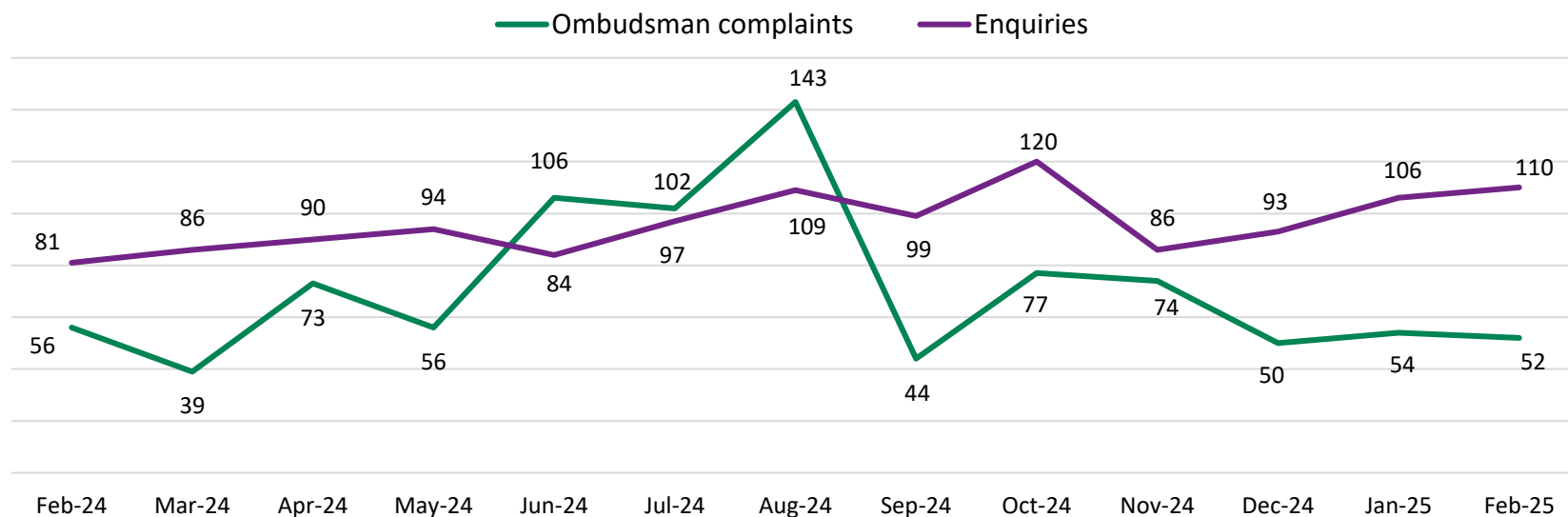
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Practitioner
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Our year to date

1 July 2024 to 28 February 2025

Approach trends

1 February 2024 to 28 February 2025



Ombudsman complaints received from 1 July 2024 to 28 February 2025

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Types of complaints received

346 ↑ notification
Up from 268 in the same period last financial year

171 ↑ registration
Up from 75 in the same period last financial year


48 ↑ accreditation
Up from 36 in the same period last financial year


Who made complaints


391 health practitioners
205 Non-practitioners

↑ Up from 243 in the same period last financial year
↑ Up from 174 in the same period last financial year

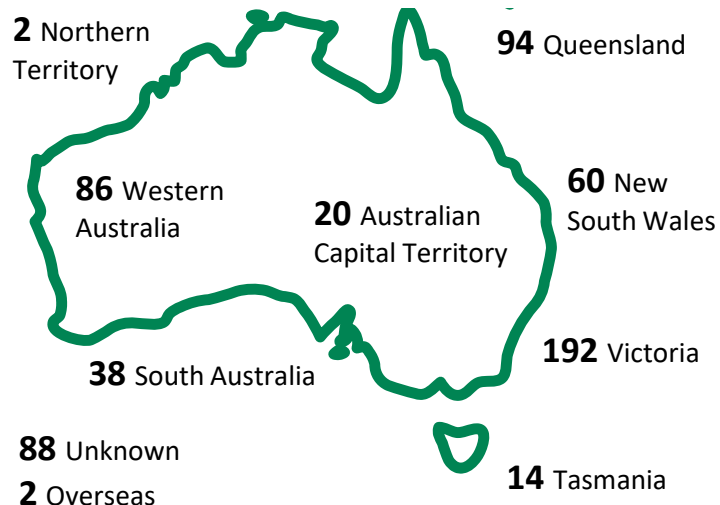
Professions most complaints were about

 **381** medical
↑ Up from 257 in the same period last financial year

 **85** nursing
↑ Up from 60 in the same period last financial year

 **55** psychology
↑ Up from 33 in the same period last financial year

Location complaints were made from



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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 reasons were provided for a decision to take no further action at the assessment stage

Most common registration-related issues that drove complaints

1. Practitioner believes the fees they were charged for general registration are unfair or unreasonable
2. Third party believes they are without adequate access to their preferred health practitioner because of restrictions on the practitioner's registration

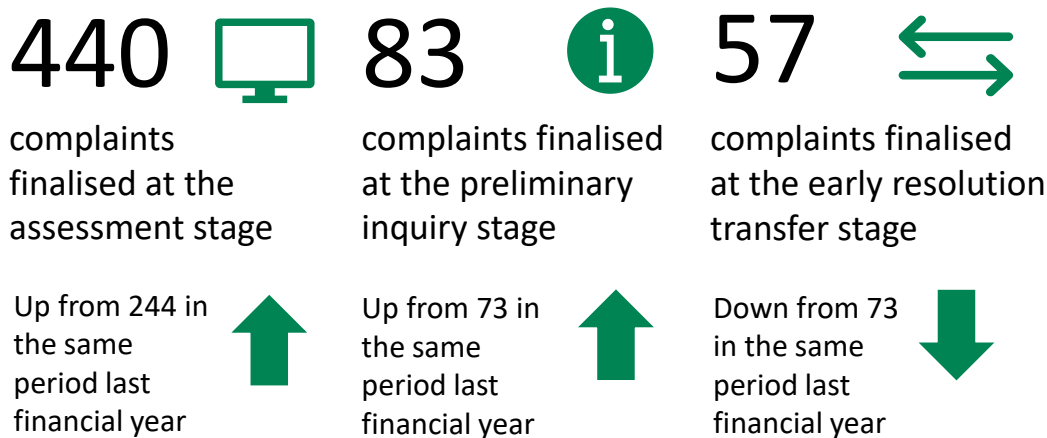
Most common accreditation-related issues that drove complaints

1. Internationally qualified practitioner believes a decision made about the assessment of their qualification is unfair or unreasonable
2. Internationally qualified practitioner believes the process followed in assessing their qualification is unfair

Resolution of Ombudsman complaints from 1 July 2024 to 28 February 2025

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Early resolution mechanisms



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

1. An investigation was not warranted in the circumstances
2. The matter complained about was still actively being considered by the organisation
3. The complaint concerned the merits of the organisation's decision and we do not have the power to review the merits of a decision
4. The organisation's response to the complaint was fair and reasonable
5. The complainant did not provide information that our office had requested

Investigations



Most common investigation outcomes

1. Our office provided feedback to the organisation complained about
2. The organisation agreed to change a policy or process
3. Our office provided the complainant with a further explanation
4. The organisation provided the complainant with an apology or acknowledgement
5. Changes were made to the organisation's previous decision or reasons for decision

Ombudsman and Commissioner's observations

My office received 166 approaches in February 2025, up from 141 in February 2024. The increase was driven by more enquiries about matters we cannot assist with (110, up from 81). Comparatively, complaints to the Ombudsman reduced by a small number. We received 52 Ombudsman complaints, down from 56 in February 2024.

Ombudsman complaints relating to the handling of notifications increased slightly from February 2024 (33, up from 32). Concerns relating to registration (14, down from 15) and accreditation (two, down from four) were less common than the same time last year.

While general trends in the types of complaints we received remained consistent, we saw a decrease in registration-related complaints concerning the nursing profession. We also received an increase in registration-related complaints concerning the medical profession.

My office facilitated seven early resolution transfers and made preliminary inquiries nine times. We did not commence any new investigations or reviews of Ahpra's Freedom of Information decisions.

My office finalised 43 Ombudsman complaints during February 2025, up from 38 in February 2024. Most matters were closed following an initial assessment (30). We concluded five complaints following an early resolution transfer, seven following preliminary inquiries, and one following an investigation. The investigation was finalised after the specialist medical college that was complained about agreed to make changes to an existing policy and to assess a new application for assessment made by the complainant based on those changes.