



National Health
Practitioner
Ombudsman

Our work in March 2025

Monthly approaches overview

1 March 2025 to 31 March 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.

198

approaches
received



Up from 128 in
March 2024



73

Ombudsman
complaints received



Up from 39 in
March 2024



3

FOI matters
received



Up from 2 in
March 2024



1

privacy
complaint received



Up from 0 in March
2024



121

enquiries
received



Up from 86 in
March 2024



Ombudsman complaints
were made by 57
individuals (up from 33
in March 2024)



0

FOI review
determinations
(0 in March
2024)



0

notifiable data
breaches assessed
(1 in March 2024)

Complaints to the Ombudsman

4



early resolution
transfers made

Down from 7 in
March 2024



6



preliminary
inquiries made

Down from 11 in
March 2024



0



investigations
launched

Down from 2 in
March 2024



57

Ombudsman
complaints finalised

Up from 56 in
March 2024



Stage complaint was finalised

37

assessment

9

early resolution
transfer

9

preliminary
inquiry

2

investigation

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Notification-related complaints to the Ombudsman

1 March 2025 to 31 March 2025

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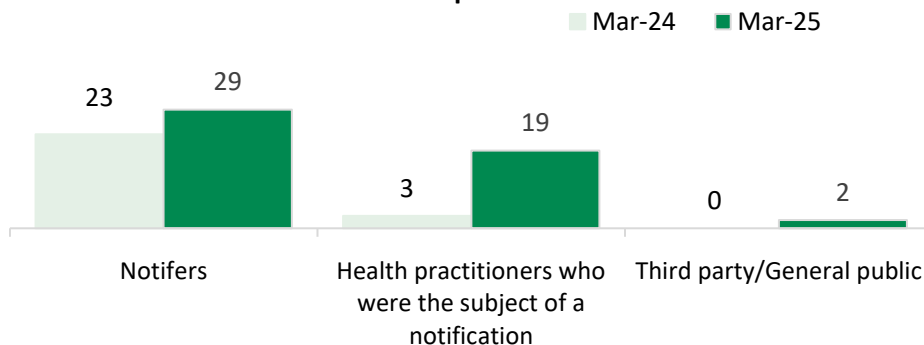
50

notification-related
complaints received

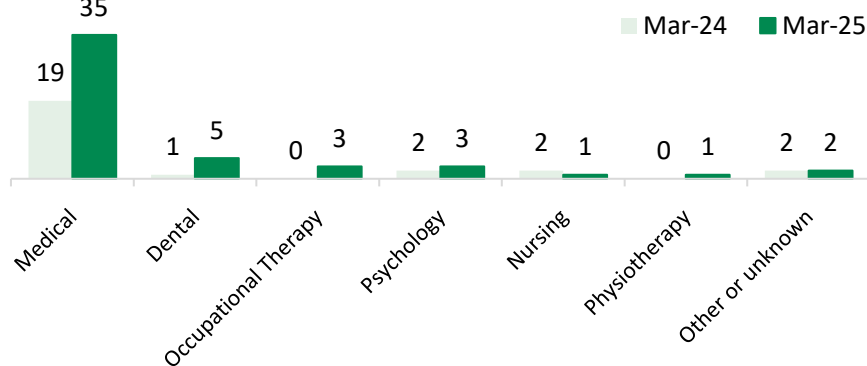


Up from 26 in March 2024

Who made notification-related complaints



Professions notification-related complaints were about



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

1. An active notification
2. No further action taken at the assessment stage
3. Concerns not progressed as a notification
4. Action taken at the investigation stage
5. Action taken in the form of immediate action

Stage notification-related complaints were finalised

24	assessment	7	early resolution transfer
8	preliminary inquiry	1	investigation

Most common outcomes of notification-related complaints

1. An investigation was not warranted in the circumstances
2. The organisation's response to the complaint was fair and reasonable
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 matter complained about was still actively being considered by the organisation
5. The complainant did not provide information that our office had requested

Registration-related complaints to the Ombudsman

1 March 2025 to 31 March 2025



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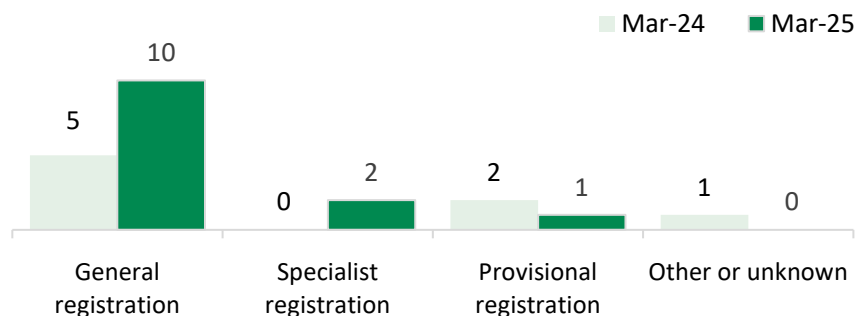
13

registration-related
complaints received

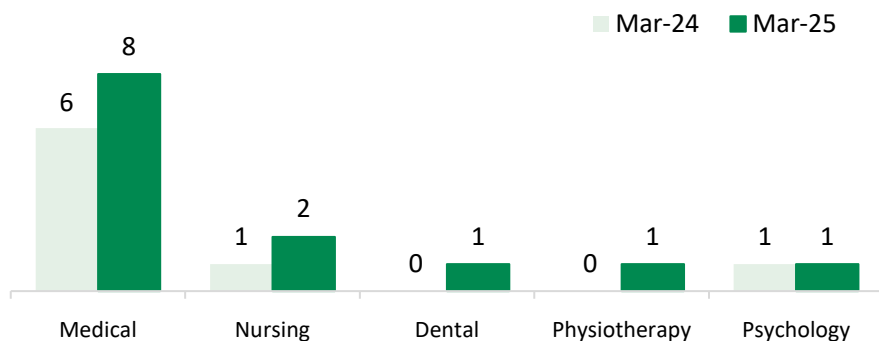


Up from 8 in March 2024

Types of registration driving registration-related complaints



Professions registration-related complaints were about



Registration processes that most frequently drove registration-related complaints

1. Processing of a new application for registration
2. Processing of an application for removal of a reprimand
3. Requesting a certificate of good standing or certificate of registration
4. Processing of an application for a review of restrictions on a practitioner's registration
5. Processing of an application for endorsement

Stage registration-related complaints were finalised

5 assessment
0 preliminary inquiry
1 early resolution transfer
1 investigation

Most common outcomes of registration-related complaints

1. The complainant did not provide information that our office had requested
2. An investigation was not warranted in the circumstances
3. The organisation's response to the complaint was fair and reasonable
4. The organisation that the complaint relates to has not yet had an opportunity to respond to the concerns raised
5. The complainant agreed that their concerns had been resolved

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Accreditation-related complaints to the Ombudsman

1 March 2025 to 31 March 2025



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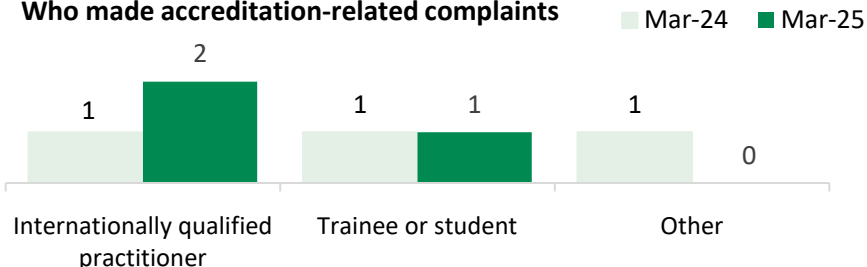


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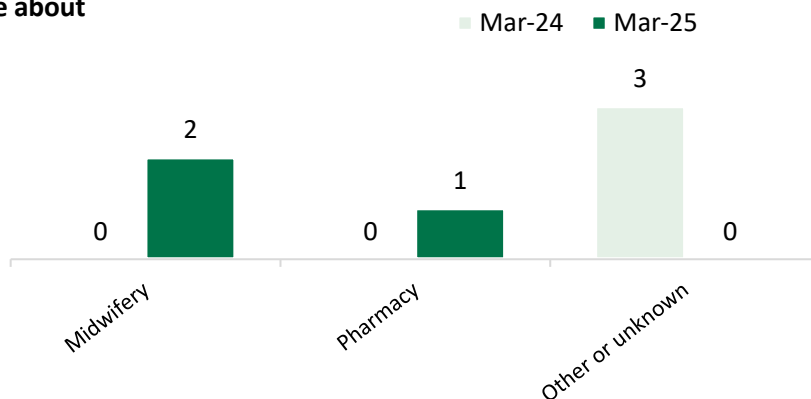
accreditation-related
complaints received

Consistent with 3 in March 2024

Who made accreditation-related complaints



Professions and specialties that accreditation-related complaints were about



Processes that most frequently drove accreditation-related complaints

1. Delivery of an exam
2. Fairness of an exam

Stage accreditation-related complaints were finalised

3 assessment	1 early resolution transfer
1 preliminary inquiry	0 investigation

Most common outcomes of accreditation-related complaints

1. An investigation was not warranted in the circumstances
2. The complainant did not provide information that our office had requested
3. The organisation's response to the complaint was fair and reasonable



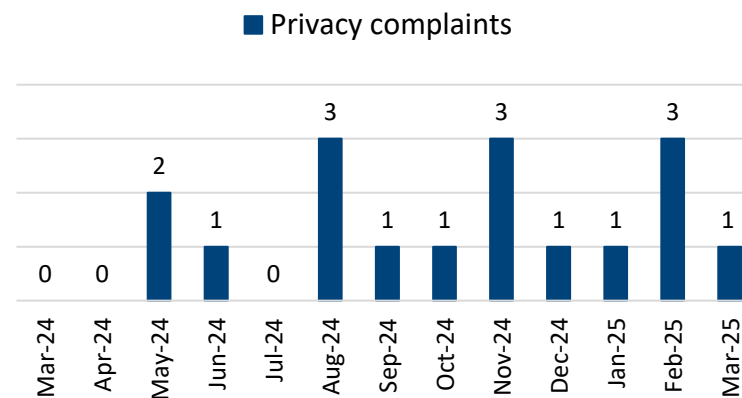
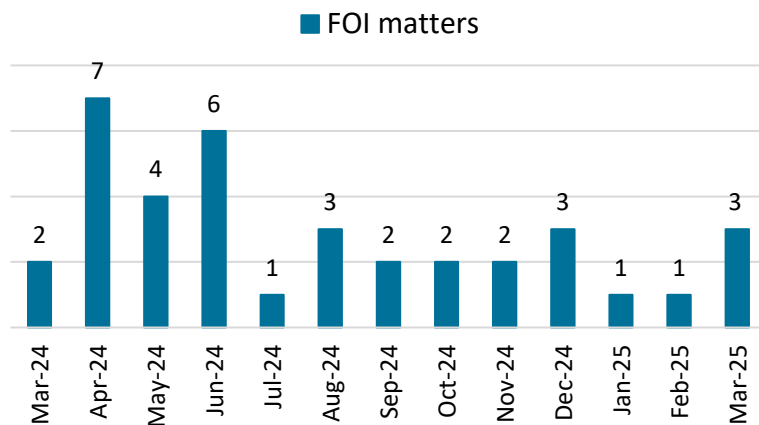
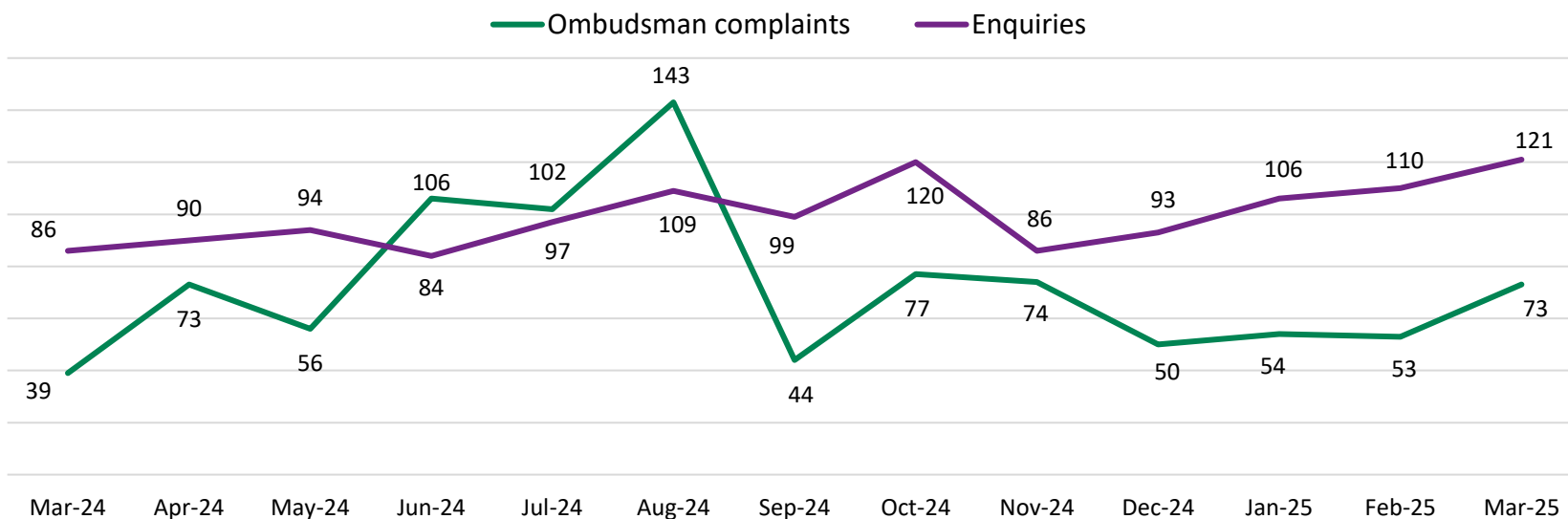
National Health
Practitioner
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Our year to date

1 July 2024 to 31 March 2025

Approach trends

1 March 2024 to 31 March 2025



Ombudsman complaints received from 1 July 2024 to 31 March 2025

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Types of complaints received

397 ↑ notification
Up from 294 in the same period last financial year

184 ↑ registration
Up from 83 in the same period last financial year

52 ↑ accreditation
Up from 39 in the same period last financial year

Who made complaints

431 health practitioners
238 non-practitioners

↑ Up from 262 in the same period last financial year

↑ Up from 194 in the same period last financial year

Professions most complaints were about



428
medical



89
nursing



59
psychology



Up from 286 in the same period last financial year



Up from 64 in the same period last financial year



Up from 36 in the same period last financial year

Location complaints were made from

2 Northern Territory

105 Queensland

99 Western Australia

23 Australian Capital Territory

62 New South Wales

47 South Australia

216 Victoria

96 Unknown
2 Overseas

17 Tasmania

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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

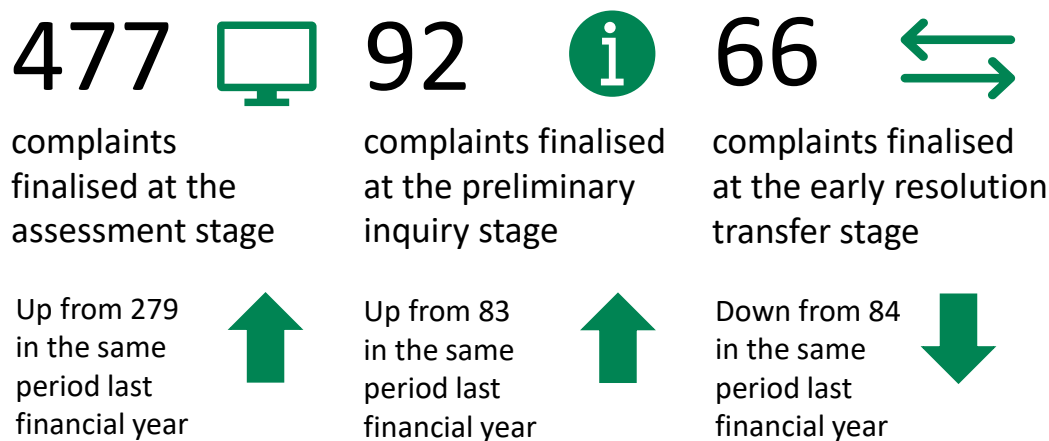
Most common accreditation-related issues that drove complaints

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 31 March 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 198 approaches in March 2025, up from 128 in March 2024. The increase was driven by both complaints to the Ombudsman (73, up from 39) and enquiries about matters we cannot assist with (121, up from 86).

Notification-related complaints were the most common type of complaint received this month (50, up from 26 in March 2024). These complaints were more frequently made by notifiers (29 complaints) and were more often made in relation to the medical profession (35 complaints). However, complaints made by practitioners who were the subject of a notification increased the most in March 2025 (19, up from 3 in March 2024).

Registration-related complaints were also more common in March 2025 than in March 2024 (13, up from 8). Some of this increase appears to have been due to the rollout of Ahpra's new operating system and practitioner portal, which launched in March 2025. For example, some complainants told us about difficulties downloading certificates of registration and uploading larger documents to the portal.

We received 3 accreditation-related complaints in March 2025 (consistent with March 2024). However, for the first time this financial year, we did not receive any accreditation-related complaints relating to the medical profession during a calendar month.

My office finalised 57 Ombudsman complaints during March 2025, despite the increased demand for our services. This included the conclusion of two formal investigations, both of which resulted in feedback being provided about opportunities for improvement. Our feedback concerned:

- Ahpra providing progress updates about the status of active registration applications at least every three months
- the importance of Ahpra staff following approved guidance material when they first contact a practitioner about a notification that has been made about them, and when they brief health assessors
- how Ahpra captures records of phone calls with practitioners about whom notifications have been made
- how Ahpra and the Boards review and update their protocols for drug screening and hair testing.