



National Health  
Practitioner  
Ombudsman

# Our work in April 2025

# Monthly approaches overview

1 April 2025 to 30 April 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](mailto:complaints@nhpo.gov.au).

155

approaches  
received



Down from 170 in  
April 2024



66

Ombudsman  
complaints received



Down from 73 in  
April 2024



3

FOI matters  
received



Down from 7 in  
April 2024



1

privacy  
complaint received



Up from 0 in April  
2024



85

enquiries  
received



Down from 90  
in April 2024



Ombudsman  
complaints were made  
by 59 individuals (up  
from 55 in April 2024)



2

FOI review  
determinations  
(2 in April 2024)



0

notifiable data  
breaches assessed  
(1 in April 2024)



## Complaints to the Ombudsman

17

early resolution  
transfers made



Up from 9 in  
April 2024



6

preliminary  
inquiries made



Down from 20 in  
April 2024



2

investigations  
launched



Down from 6 in  
April 2024



65

Ombudsman  
complaints finalised

Up from 52 in  
April 2024



Stage complaint was finalised

52

assessment

4

preliminary  
inquiry

7

early resolution  
transfer

2

investigation

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# Notification-related complaints to the Ombudsman

1 April 2025 to 30 April 2025

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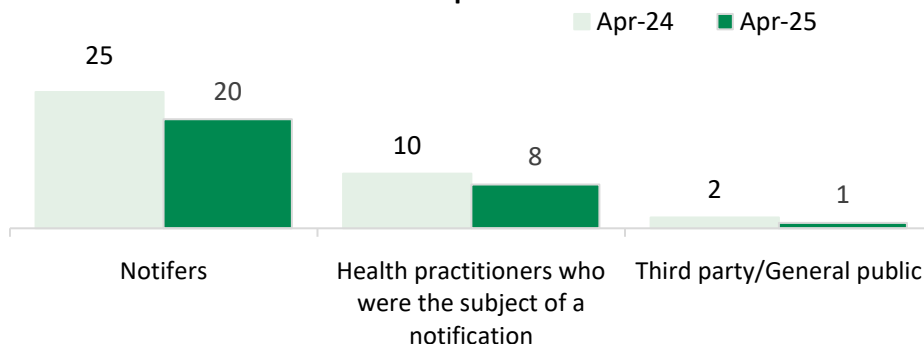
29

notification-related  
complaints received

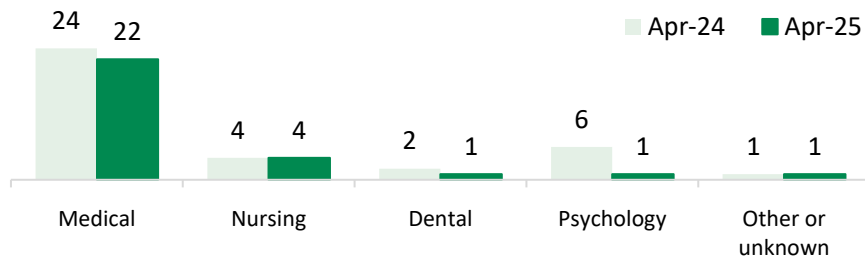


Down from 37 in April 2024

## 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. Concerns not progressed as a notification
4. Action taken in the form of immediate action
5. Action taken at the investigation stage

## Stage notification-related complaints were finalised

32 assessment      5 early resolution transfer  
2 preliminary inquiry      2 investigation

## Most common outcomes of notification-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 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 matter complained about was still actively being considered by the organisation

# Registration-related complaints to the Ombudsman

1 April 2025 to 30 April 2025



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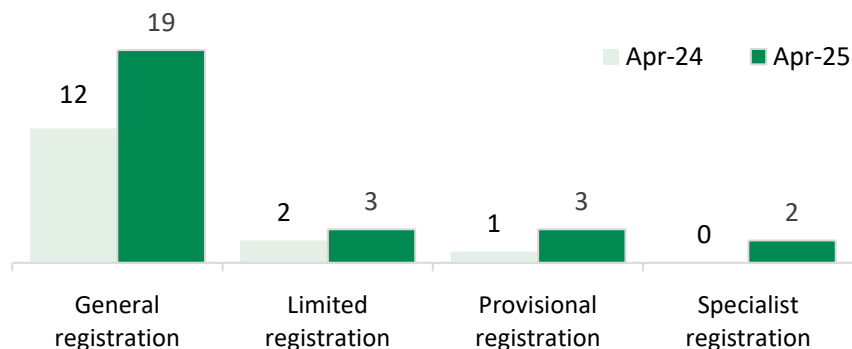
27

registration-related  
complaints received

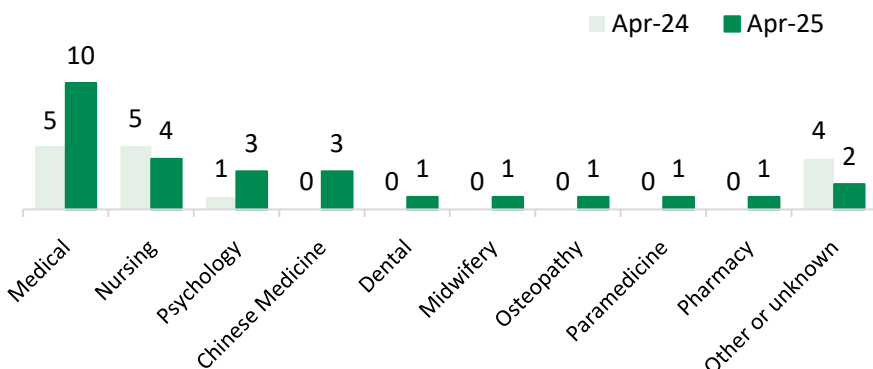
Up from 15 in April 2024



## 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. Assessment of an international qualification
3. Processing of an application for renewal of registration
4. Restrictions on a practitioner's registration requiring supervision
5. Processing of an application for endorsement

## Stage registration-related complaints were finalised

13 assessment      1 early resolution transfer  
0 preliminary inquiry      0 investigation

## Most common outcomes of registration-related complaints

1. The matter complained about was still actively being considered by the organisation
2. An investigation was not warranted in the circumstances
3. The complainant withdrew their complaint
4. The complainant did not provide information that our office had requested
5. The complainant had an active complaint with the organisation about the same issues

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# Accreditation-related complaints to the Ombudsman

1 April 2025 to 30 April 2025



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Ombudsman

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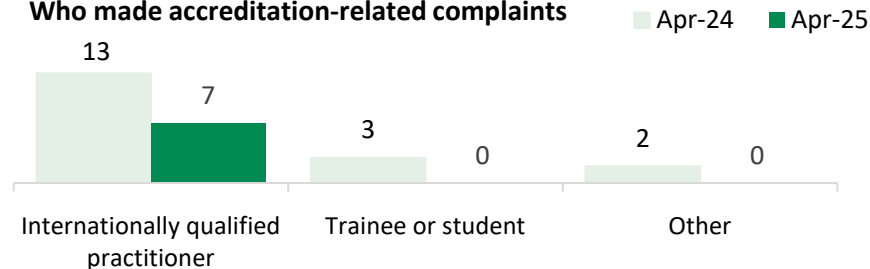
7

accreditation-related  
complaints received

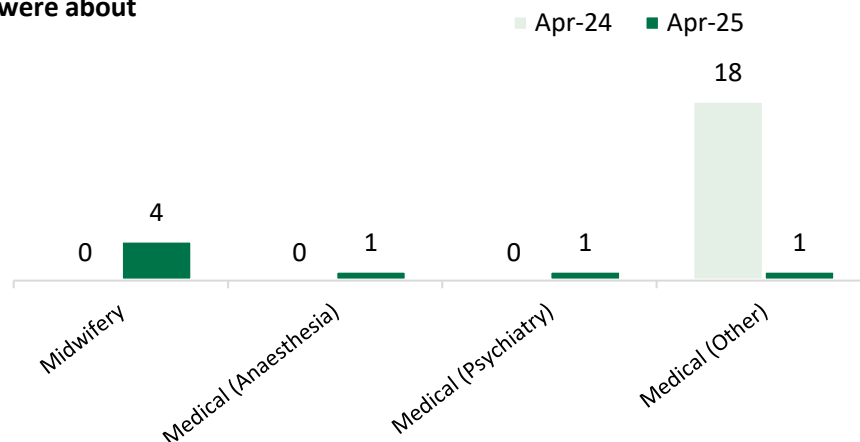


Down from 18 in April 2024

## 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. Delivery of an exam
3. Fairness of an exam
4. Access to exam results
5. Merits review processes

## Stage accreditation-related complaints were finalised

5	assessment	1	early resolution transfer
2	preliminary inquiry	0	investigation

## Most common outcomes of accreditation-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 matter complained about was still actively being considered by the organisation
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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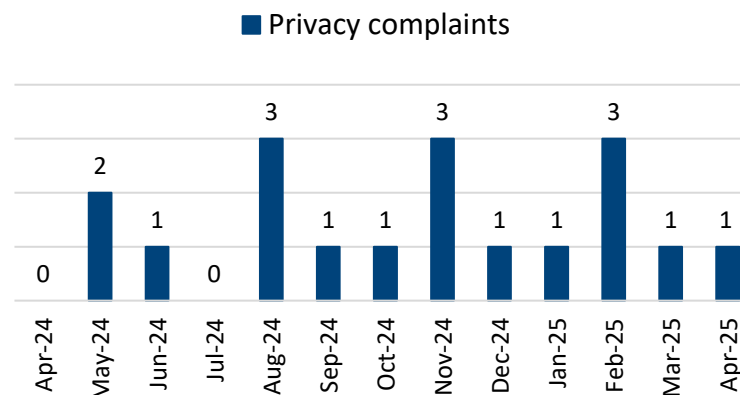
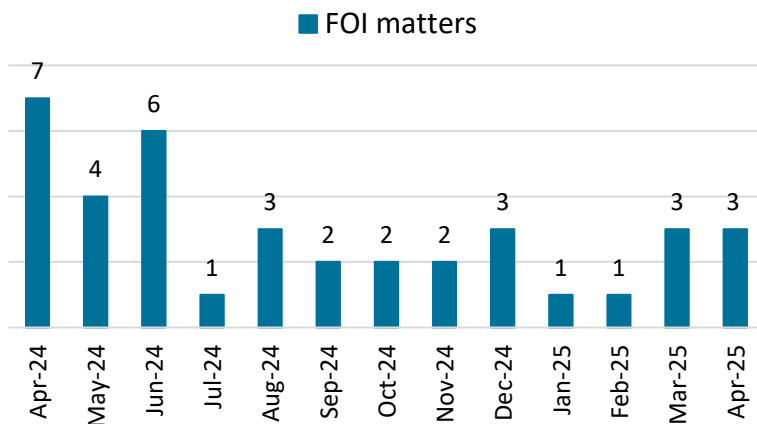
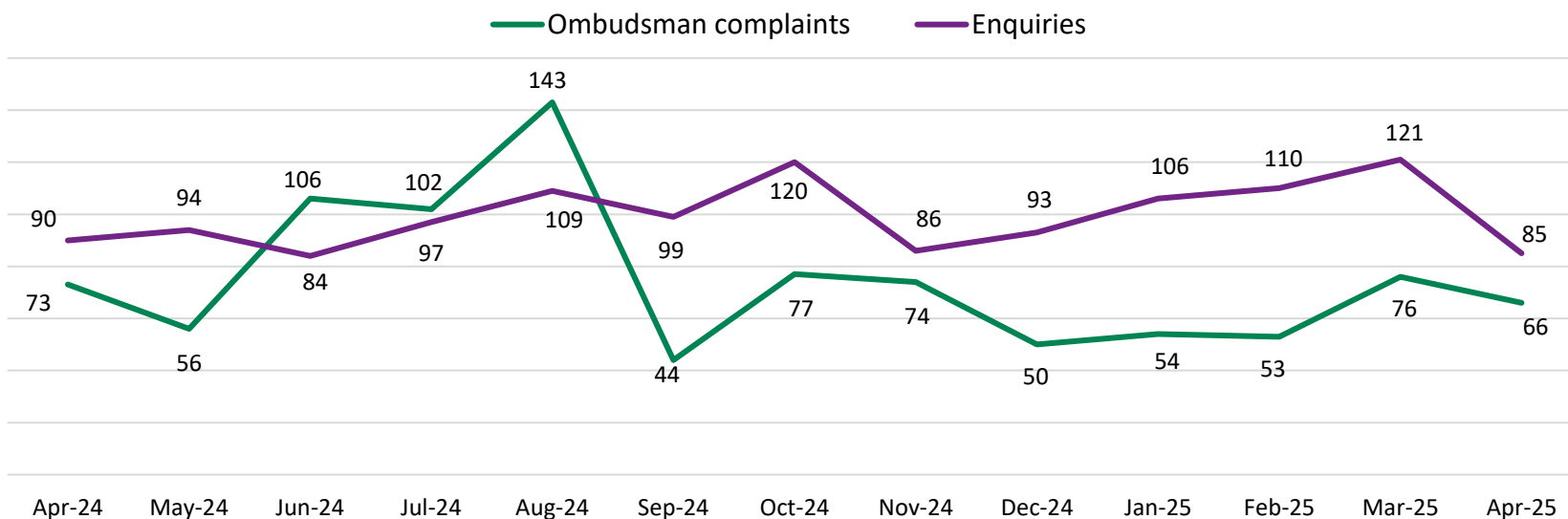
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# Our year to date

1 July 2024 to 30 April 2025

# Approach trends

1 April 2024 to 30 April 2025



# Ombudsman complaints received from 1 July 2024 to 30 April 2025

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## Types of complaints received

**428** ↑ notification  
Up from 331 in the same period last financial year

**212** ↑ registration  
Up from 98 in the same period last financial year

**60** ↑ accreditation  
Up from 57 in the same period last financial year

## Who made complaints

**480** health practitioners  
**259** non-practitioners

↑ Up from 314 in the same period last financial year

↑ Up from 215 in the same period last financial year

## Professions most complaints were about



**468** medical  
↑ Up from 335 in the same period last financial year

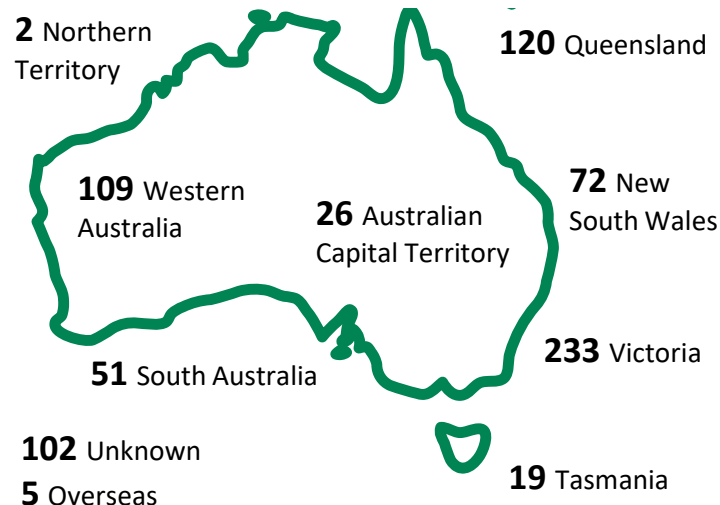


**97** nursing  
↑ Up from 73 in the same period last financial year



**65** psychology  
↑ Up from 43 in the same period last financial year

## Location 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 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. Practitioner believes the handling of their new application for general registration was unreasonably delayed

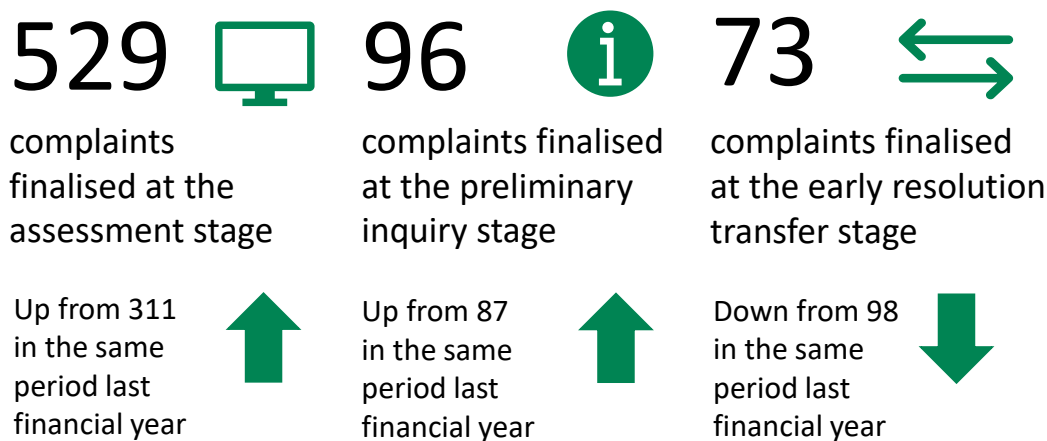
## Most common accreditation-related issues that drove complaints

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

# Resolution of Ombudsman complaints from 1 July 2024 to 30 April 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 fewer approaches in April 2025 when compared with April 2024 (155 down from 170 approaches). This decrease in approaches was seen across all types of matters my office receives, including Ombudsman complaints (66, down from 73).

Interestingly, however, complaints to the Ombudsman related to the handling of registration matters increased considerably in April 2025 (27, up from 15). The complaints spanned nine different professions and increases were noted across multiple registration types. This appears to be related to Ahpra introducing a new operating system, with practitioners and staff navigating changes in submitting and processing registration applications. It appears that increasing demand on Ahpra's customer service team and national complaints team about issues stemming from the new system has caused a flow-on of complaints to my office. This can be seen in the increase in early resolution transfers that my office facilitated in April 2025 (17, up from 9). Ahpra's [portal help centre](http://www.ahpra.gov.au/Support/Ahpra-portal-help-centre.aspx) provides information about the new system, including troubleshooting tips: [www.ahpra.gov.au/Support/Ahpra-portal-help-centre.aspx](http://www.ahpra.gov.au/Support/Ahpra-portal-help-centre.aspx).

The overall reduction in the number of Ombudsman complaints appears to have mostly been driven by decreases in the number of notification and accreditation-related complaints (29, down from 37, and 7, down from 18 respectively). The decrease in notification-related complaints may be due to fewer notifications being finalised as Ahpra staff adjust to their new operating system. In relation to accreditation-related complaints, the relative reduction is due to my office receiving an unusually high number of accreditation-related complaints in April 2024. For comparison, in both March 2024 and March 2025 we received 3 accreditation-related complaints.

We finalised 65 Ombudsman complaints during April 2025, including two formal investigations which culminated in feedback to Ahpra about opportunities for improvement. I also finalised two reviews of an Ahpra FOI decision during April 2025. In one application I decided to affirm Ahpra's decision to refuse access to a practitioner's response to a notification. For the second application, I decided that Ahpra's decision to refuse access to investigation reports should be set aside and replaced with a fresh decision in favour of releasing the documents (with redaction of irrelevant material). Both of these decisions are published on our [website](http://www.nhpo.gov.au/foi-review-decisions): <[www.nhpo.gov.au/foi-review-decisions](http://www.nhpo.gov.au/foi-review-decisions)>.