



National Health
Practitioner
Ombudsman

Our work in May 2025

Monthly approaches overview

1 May 2025 to 31 May 2025

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.

238
approaches
received



Up from 157 in
May 2024



141
Ombudsman
complaints received



Up from 56 in
May 2024



0
FOI matters
received



Down from 4 in
May 2024



0
privacy
complaint received



Down from 2 in
May 2024



97
enquiries
received



Up from 94 in
May 2024



Ombudsman
complaints were made
by 118 individuals (up
from 50 in May 2024)



0 FOI review
determinations
(0 in May 2024)



0 notifiable data
breaches assessed
(1 in May 2024)

Complaints to the Ombudsman

44
early resolution
transfers made



Up from 11 in
May 2024



14
preliminary
inquiries made



Down from 16 in
May 2024



0
investigations
launched



Down from 1 in
May 2024



100

Ombudsman
complaints finalised

Up from 81 in
May 2024



Stage complaint was finalised

72 assessment

11 preliminary
inquiry

16 early resolution
transfer

1 investigation

Notification-related complaints to the Ombudsman

1 May 2025 to 31 May 2025

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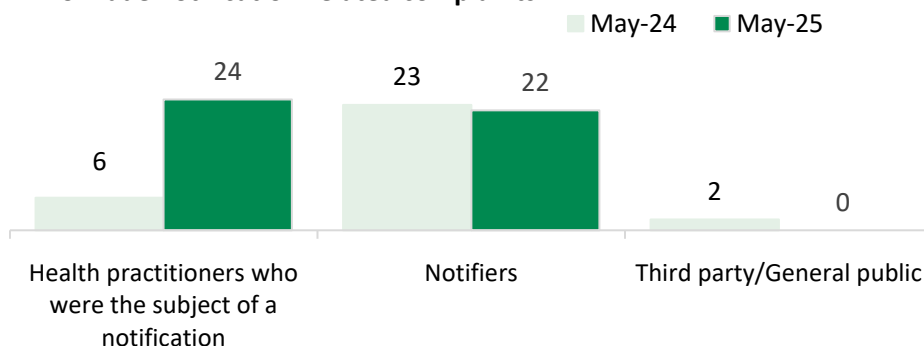
46

notification-related
complaints received

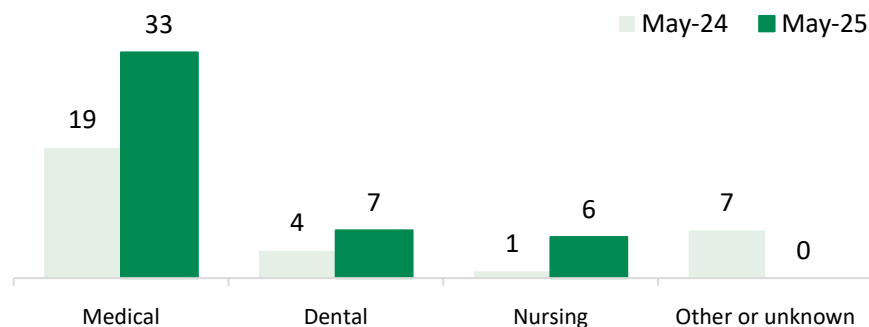


Up from 31 in May 2024

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. Action taken in the form of immediate action
4. Outcome and stage of the notification are unknown
5. Action taken at the investigation stage

Stage notification-related complaints were finalised

25 assessment 3 early resolution transfer
4 preliminary inquiry 1 investigation

Most common outcomes of notification-related complaints

1. An investigation was not warranted in the circumstances
2. The matter complained about was still actively being considered by the organisation
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. The complaint concerned the merits of the organisation's decision and we do not have the power to review the merits of a decision

Registration-related complaints to the Ombudsman

1 May 2025 to 31 May 2025



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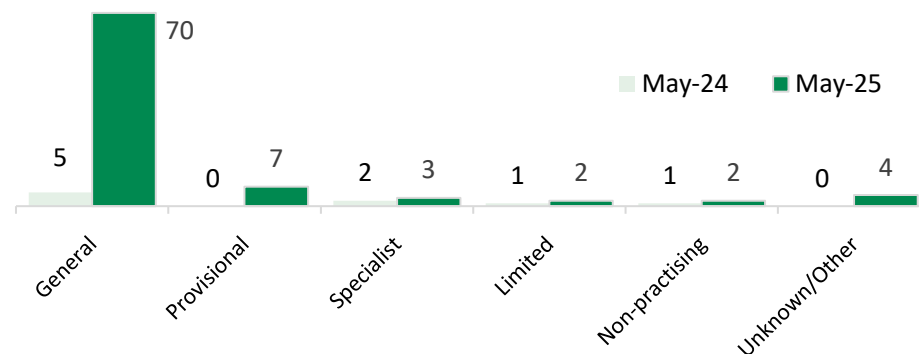
88

registration-related
complaints received

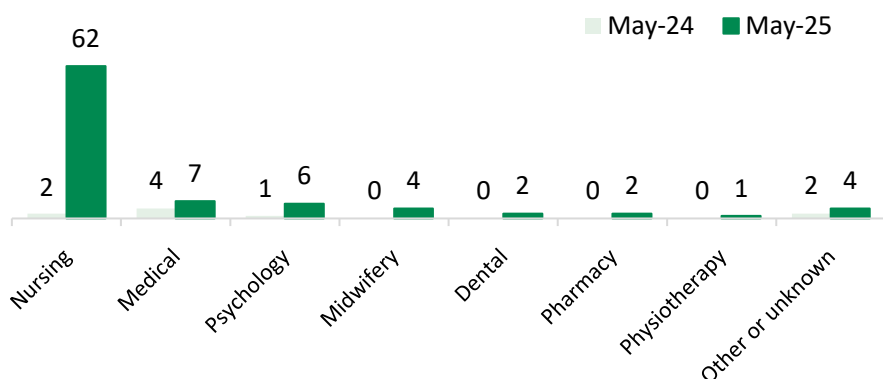


Up from 9 in May 2024

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 an application for renewal of registration
2. Processing of a new application for registration
3. Assessment of an international qualification
4. Information recorded on the national register about a practitioner
5. Processing of an application for endorsement

Stage registration-related complaints were finalised

39 assessment 13 early resolution transfer
1 preliminary inquiry 0 investigation

Most common outcomes of registration-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
4. The complainant agreed that their complaint had been resolved
5. The matter complained about was still actively being considered by the organisation

OFFICIAL

Accreditation-related complaints to the Ombudsman

1 May 2025 to 31 May 2025



National Health
Practitioner
Ombudsman

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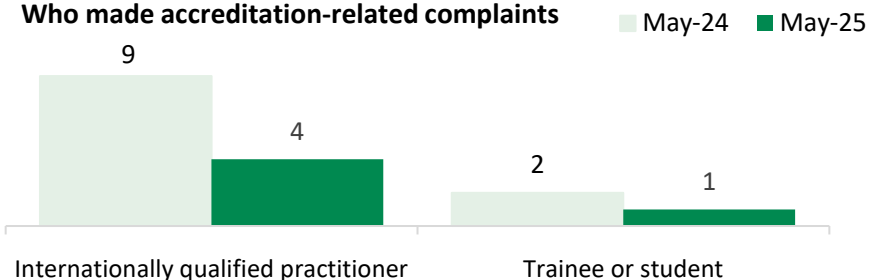
5

accreditation-related
complaints received

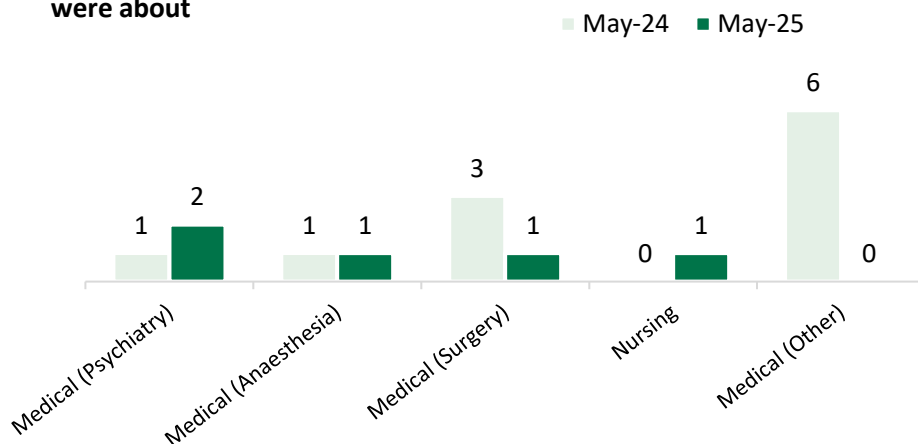


Down from 11 in May 2024

Who made accreditation-related complaints



Professions and specialties that accreditation-related complaints were about



Processes that most frequently drove accreditation-related complaints

1. Merits review processes
2. Assessment of an international qualification
3. Fees charged for an accreditation process
4. Fairness of an exam
5. Delivery of a training program

Stage accreditation-related complaints were finalised

5

assessment

0

early resolution transfer

6

preliminary inquiry

0

investigation

Most common outcomes of accreditation-related complaints

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

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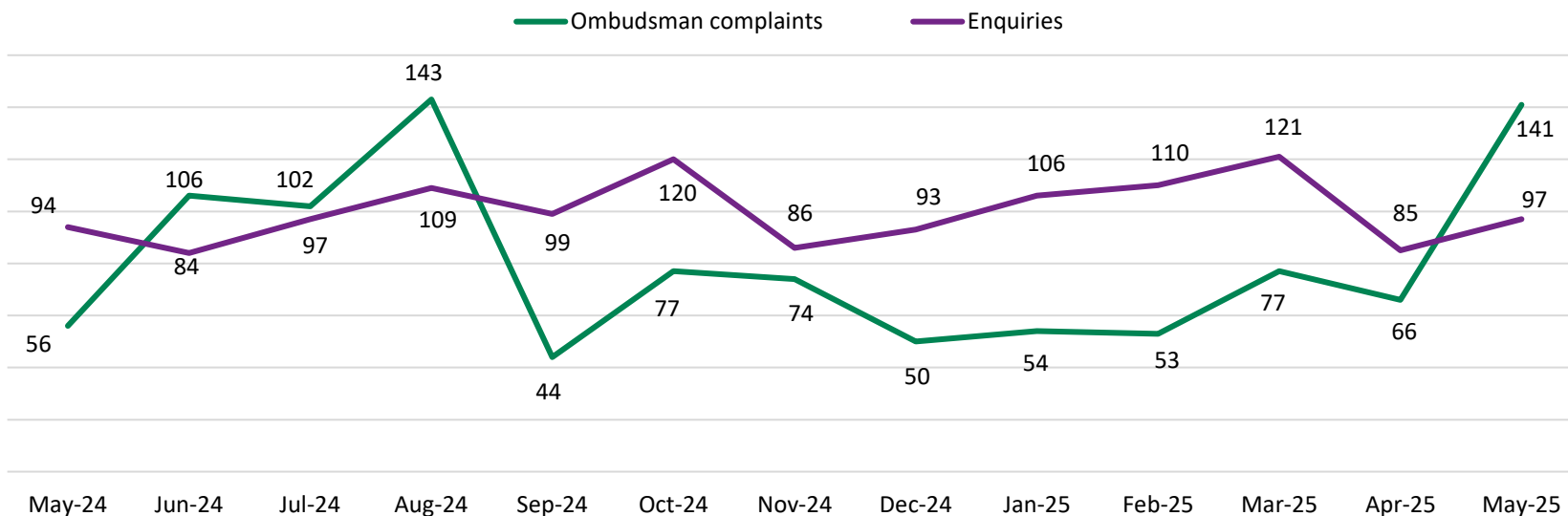
National Health
Practitioner
Ombudsman

Our year to date

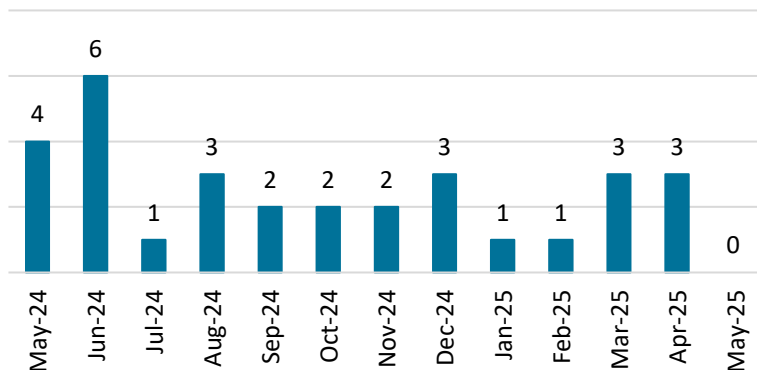
1 July 2024 to 31 May 2025

Approach trends

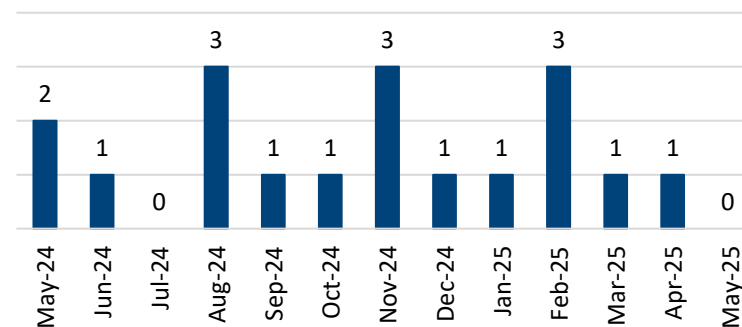
1 May 2024 to 31 May 2025



■ FOI matters



■ Privacy complaints



Ombudsman complaints received from 1 July 2024 to 31 May 2025

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Types of complaints received

475 ↑ notification
Up from 362 in the same period last financial year

300 ↑ registration
Up from 107 in the same period last financial year

65 ↓ accreditation
Down from 68 in the same period last financial year


Who made complaints


601 health practitioners
280 non-practitioners


↑ Up from 351 in the same period last financial year

↑ Up from 234 in the same period last financial year

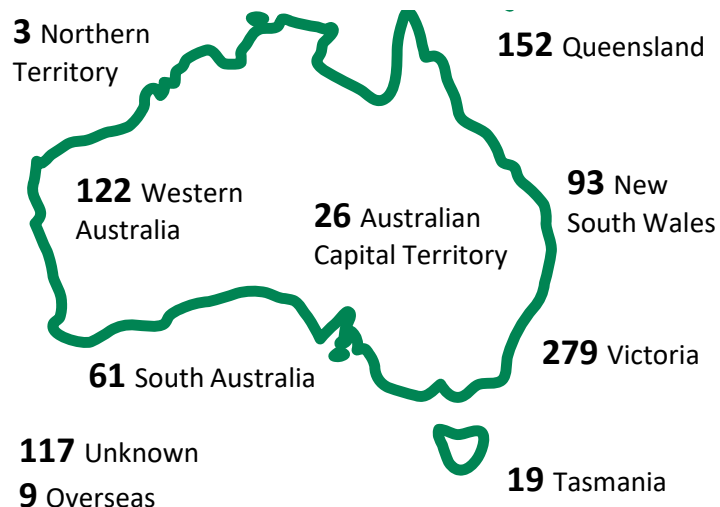
Professions most complaints were about

 **514** medical
↑ Up from 371 in the same period last financial year

 **166** nursing
↑ Up from 78 in the same period last financial year

 **71** psychology
↑ Up from 48 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 application for renewal of general registration was unfair

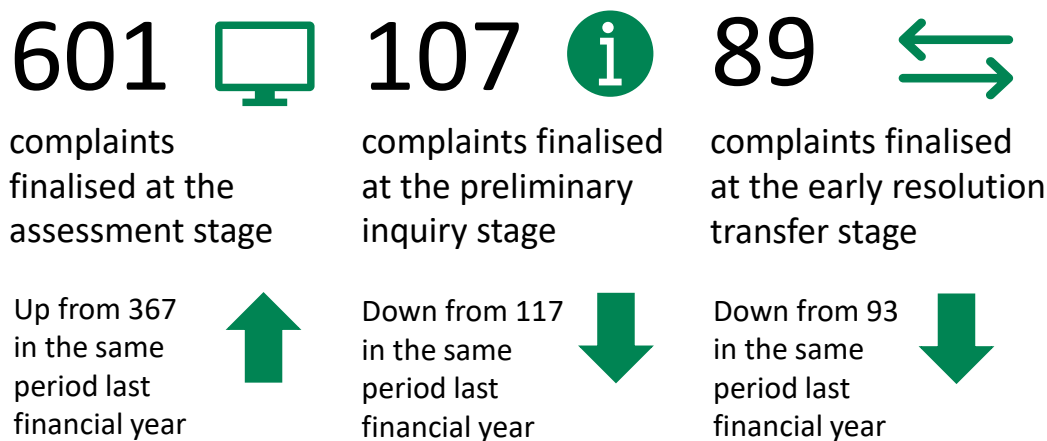
Most common accreditation-related issues that drove complaints

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 31 May 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 complainant did not provide information that our office had requested
4. The organisation's response to the complaint was fair and reasonable
5. The complaint concerned the merits of the organisation's decision and we do not have the power to review the merits of a decision

Investigations



Most common investigation outcomes

1. Our office provided feedback to the organisation complained about
2. Our office provided the complainant with a further explanation
3. The organisation agreed to change a policy or process
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 238 approaches in May 2025, up from 157 in May 2024. This increase was due to a spike in complaints to the Ombudsman, which increased by 152% compared to the same period last year (141, up from 56 in May 2024).

Registration-related complaints drove the increase in complaints (88 complaints, up from 9 in May 2024). Notification-related complaints were also more common in May 2025 than in May 2024 (46, up from 31). This included a jump in complaints made by practitioners subject to a notification (24, up from 6 in May 2024).

The increase in registration-related complaints was due to nurses and midwives encountering difficulties in renewing their registration via Ahpra's new practitioner portal. Of the 88 registration-related complaints received, 62 were made by nurses and 4 were made by midwives. Of these 66 complaints, 53 primarily related to the renewal of registration. We recorded 183 experience-related issues associated with the registration of nurses and midwives in May 2025 (compared to 0 in May 2024). The most common concerns were long call wait times and/or the inability to contact Ahpra. This suggests that some nurses and midwives are having trouble contacting Ahpra to address the issues they're experiencing with the new practitioner portal.

Most of the complainants contacting my office about registration renewal problems had not been through Ahpra's internal complaint process before submitting their complaint to us. My staff assisted those complainants to reconnect with Ahpra and get the information they needed to remedy their portal access concerns. As a result, we made 44 early resolution transfers during May 2025, which is more than we had facilitated during the period from January 2025 to April 2025 (38 transfers in total).

Despite the increased demand for our services, my office finalised 100 Ombudsman complaints in May 2025. This included one formal investigation, which was finalised after Ahpra provided an apology to the complainant and undertook to review how it applies the section of the Health Practitioner Regulation National Law that was relevant to the complaint.