



Where to complain if you are  
an overseas qualified practitioner.

**It's only fair.**

## Are you a health practitioner from overseas?

The office of the National Health Practitioner Ombudsman knows it can be difficult to navigate how to become a registered health practitioner in Australia. This fact sheet has resources to assist you through the registration process. It's only fair.

## What to know before you apply to register in Australia

Each health profession has different requirements that need to be met to become a registered health practitioner in Australia.

Please check the requirements for the National Health Practitioner Board (the Board) that oversees your health profession in the National Registration and Accreditation Scheme (the National Scheme). For example, if you are a medical practitioner, you will need to check the requirements of the Medical Board of Australia.

There may be different pathways to registration based on where you completed your qualification/s and where you have practised.

## Make sure you meet the requirements

When you apply for registration in Australia, you must demonstrate that you meet the stated requirements of your health profession. Generally, this includes:

- having a Board-recognised qualification,
- completing an assessment/s or examination/s to demonstrate you can practise safely in Australia, and/or a period of supervised practice
- meeting the five central registration standards' requirements: the Criminal History Standard, the English Language Skills Registration Standard, the Recency of Practice Standard, the Professional Indemnity Insurance Standard and the Continuing Professional Development Standard (unless exemptions apply)
- meeting any other requirements set by the Board.

## Get help before you apply

Contact the Australian Health Practitioner Regulation Agency (Ahpra) if you have any questions before you apply for registration. Reaching out early in the process can help ensure you're on the right path from the start.

## Where to make a complaint

Our online webform:  
[www.nhpo.gov.au/make-a-complaint](http://www.nhpo.gov.au/make-a-complaint)

Telephone:  
1300 795 265

Email:  
[complaints@nhpo.gov.au](mailto:complaints@nhpo.gov.au)

In writing to:  
**National Health Practitioner Ombudsman, GPO Box 2630, Melbourne VIC 3001**



## When to make a complaint

We are here to help you if you feel the assessment or registration process wasn't fair.

### **Make a complaint if you feel your qualifications or skills were unfairly assessed, for example:**

- you experienced an unfair examination process, including the delivery of an examination or the assessment of your qualification
- you were dissatisfied with the reasoning for an examination or assessment-related process or outcome.

### **Complain about an unfair registration process, for instance:**

- you're experiencing delays in the process
- you are concerned the application of the English Language Skills Registration Standard was incorrect
- you think a decision to refuse, or place conditions on, your registration was unfair
- you were charged incorrectly for your registration application or renewal.

Please remember that our office cannot force a Board to change its decision or re-issue an examination or assessment result.

## Support for making your complaint

### **Make an anonymous complaint**

We accept anonymous complaints, or you can contact us anonymously to learn about how we manage complaints. You can also make a confidential complaint, where your identity is withheld from the organisation you're complaining about.

### **Our complaints process**

Our empathetic staff hear your concerns and consider the most appropriate way to address them. This may include asking you or the organisation you're complaining about for more information, suggesting another early resolution process or deciding to investigate.

If we decide that we cannot consider your complaint and there is an organisation better suited to considering your concerns, we'll provide you with information about alternative ways to progress your complaint.

### **Responding to your complaint**

We seek to address complaints as informally and efficiently as possible by reaching an agreement with those involved. This may include, for example, the organisation providing an update on the progress of an application, or providing further reasons for their decision.

## **If an issue has not been resolved to your satisfaction, you can make a complaint to us.**

Remember, unless there is a reason not to, it's best to first complain to the organisation you are dissatisfied with so they can have an opportunity to address your complaint.

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