



National Health
Practitioner
Ombudsman

Our work in July 2025

Monthly approaches overview

1 July 2025 to 31 July 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.

130

approaches
received



Down from 200 in
July 2024



51

Ombudsman
complaints received



Down from 102 in
July 2024



2

FOI matters
received



Up from 1 in
July 2024



0

privacy
complaints received



Consistent with 0 in
July 2024

77

enquiries
received



Down from 97
in July 2024



Ombudsman
complaints were made
by 50 individuals
(down from 57 in July
2024)



0

FOI review
determinations
(0 in July 2024)



0

notifiable data
breaches assessed
(0 in July 2024)

Complaints to the Ombudsman

17

early resolution
transfers made



Down from 23
in July 2024



8

preliminary
inquiries made



Down from 14 in
July 2024



3

investigations
launched



Down from 5 in
July 2024



77

Ombudsman
complaints finalised

Up from 71 in July
2024



Stage complaint was finalised

51

assessment

15

early resolution
transfer

10

preliminary
inquiry

1

investigation

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Notification-related complaints to the Ombudsman

1 July 2025 to 31 July 2025

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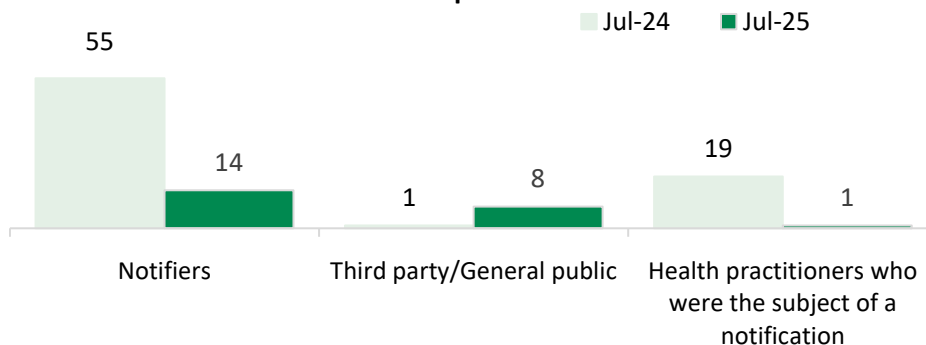
23

notification-related
complaints received

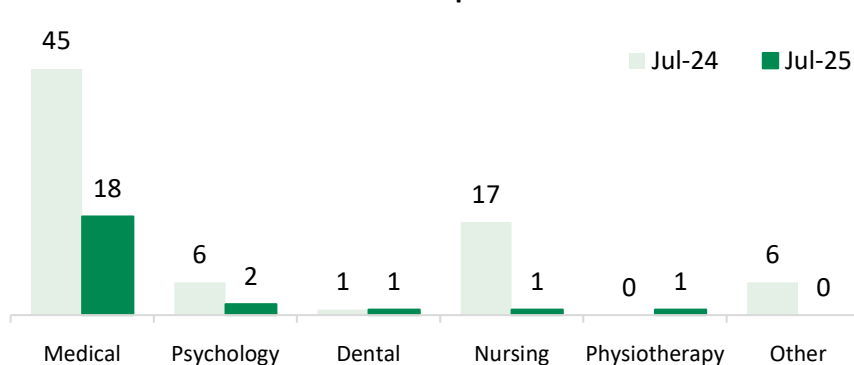


Down from 75 in July 2024

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. Action taken at the investigation stage
4. No further action taken at an unknown stage
5. Concerns not processed as a notification

Stage notification-related complaints were finalised

26	assessment	3	early resolution transfer
3	preliminary inquiry	0	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 complainant is not directly impacted by the concerns they have raised
5. The complainant did not provide information that our office had requested

Registration-related complaints to the Ombudsman

1 July 2025 to 31 July 2025

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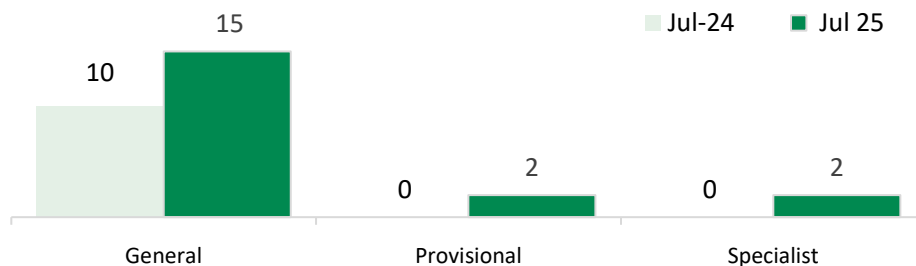
19

registration-related
complaints received

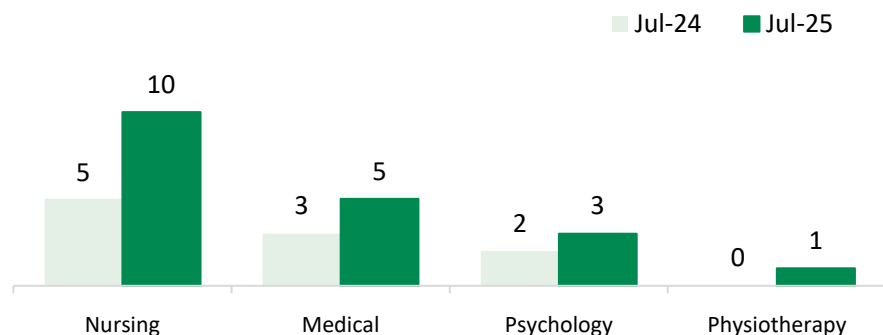
Up from 10 in July 2024



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 renewal of registration
3. Processing of an application for endorsement
4. Application of the English Language Skills Registration Standard
5. Fees for registration

Stage registration-related complaints were finalised

17 assessment 11 early resolution transfer
3 preliminary inquiry 0 investigation

Most common outcomes of registration-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 complainant did not provide information that our office had requested
4. The complainant agreed that their complaint had been resolved
5. The matter complained about was still actively being considered by the organisation

Accreditation-related complaints to the Ombudsman

1 July 2025 to 31 July 2025



National Health
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4

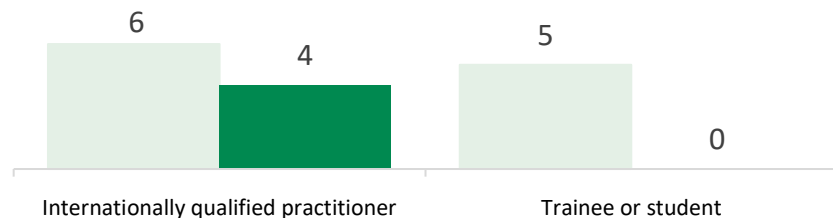
accreditation-related
complaints received



Down from 11 in July 2024

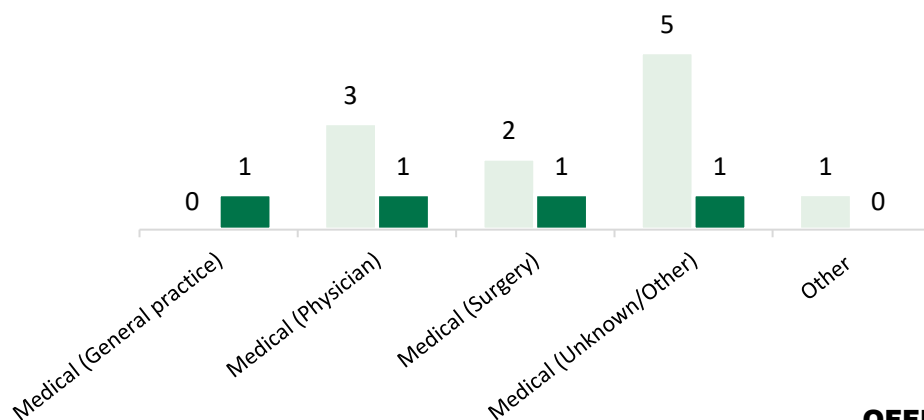
Who made accreditation-related complaints

Jul-24 Jul-25



Professions and specialties that accreditation-related complaints were about

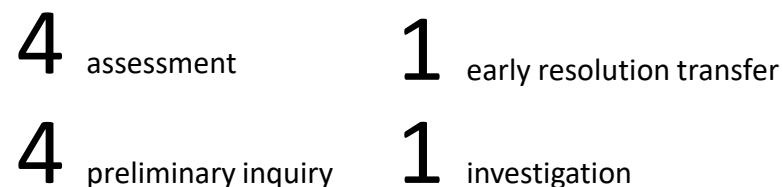
Jul-24 Jul-25



Processes that most frequently drove accreditation-related complaints

1. Assessment of an international qualification
2. Fairness of an exam
3. Merits review processes

Stage accreditation-related complaints were finalised



Most common outcomes of accreditation-related complaints

1. An investigation was not warranted in the circumstances
2. Our office provided feedback to the organisation complained about
3. The complainant became aware of the matter more than 12 months ago
4. The complaint concerned the merits of the organisation's decision and we do not have the power to review the merits of a decision
5. The organisation's response to the complaint was fair and reasonable

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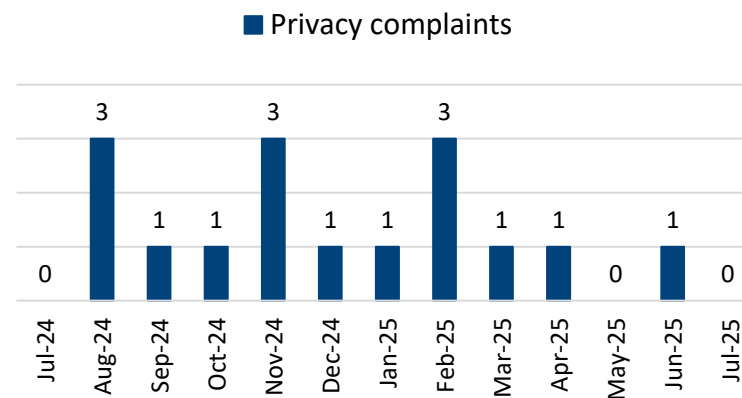
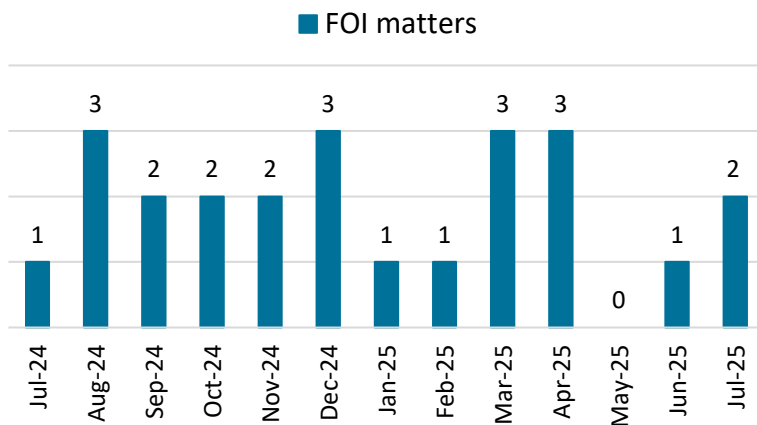
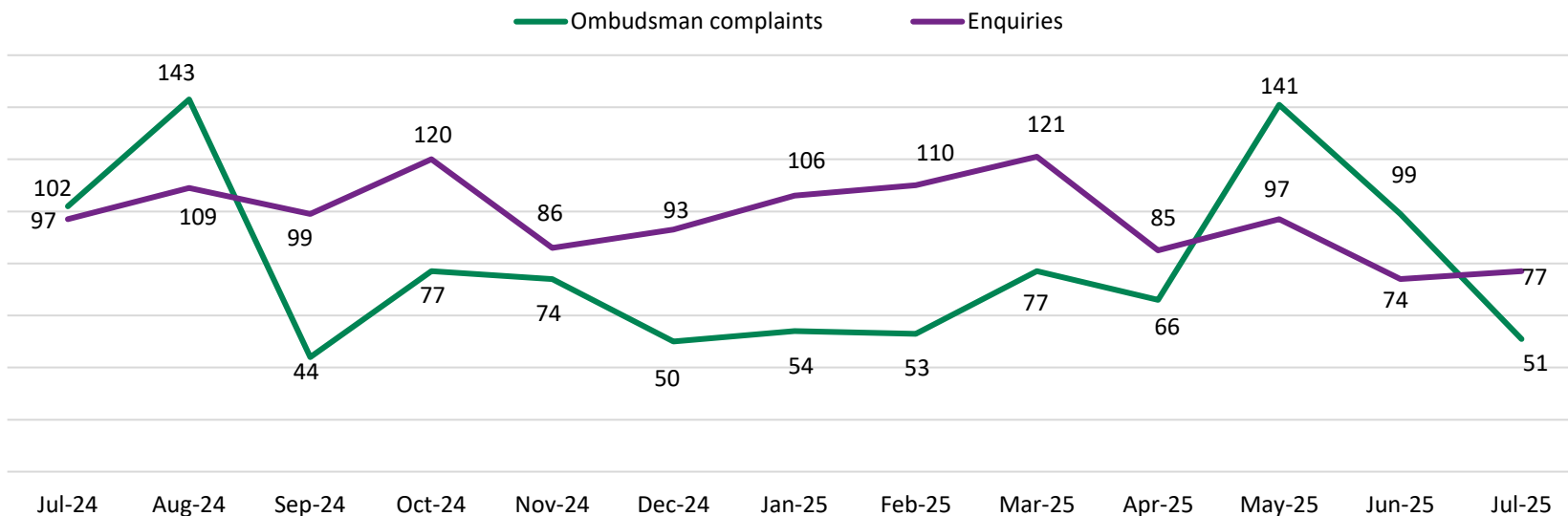
National Health
Practitioner
Ombudsman

Our year to date

1 July 2025 to 31 July 2025

Approach trends

1 July 2024 to 31 July 2025



Ombudsman complaints received from 1 July 2025 to 31 July 2025

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Types of complaints received

23 notification
↓ Down from 75 in the same period last financial year

19 registration
↑ Up from 10 in the same period last financial year

4 accreditation
↓ Down from 11 in the same period last financial year

Who made complaints

31 health practitioners
20 non-practitioners

↓ Down from 64 in the same period last financial year

↓ Down from 38 in the same period last financial year

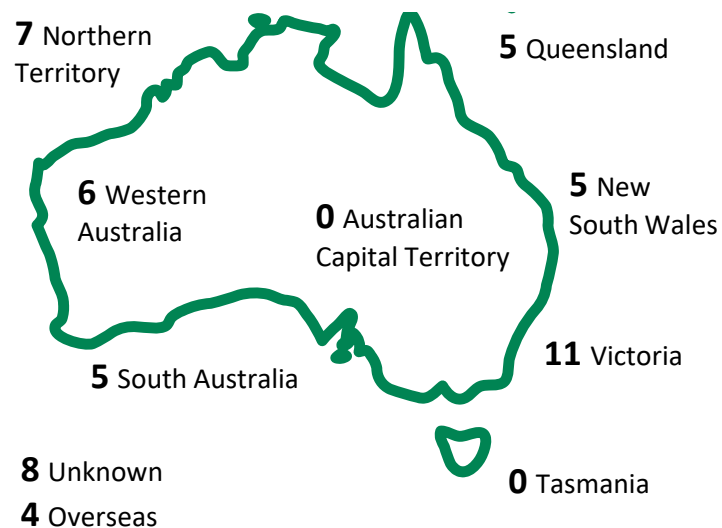
Professions most complaints were about

29 medical
↓ Down from 61 in the same period last financial year

11 nursing
↓ Down from 22 in the same period last financial year

5 psychology
↓ Down from 9 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 information was not considered when a decision was made to take no further action at the assessment stage

Most common registration-related issues that drove complaints

1. Practitioner believes the handling of their new application for general registration has been unreasonably delayed
2. Practitioner believes the handling of their new application for provisional registration has been unreasonably delayed

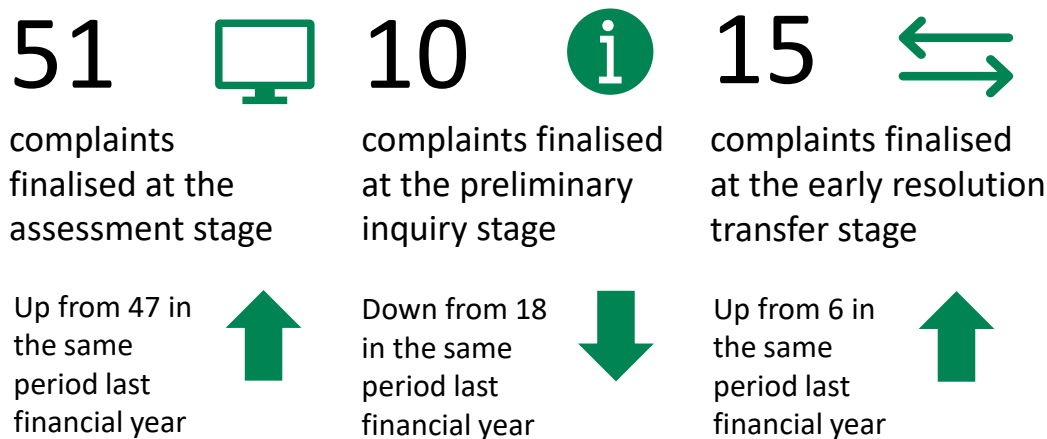
Most common accreditation-related issues that drove complaints

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 2025 to 31 July 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 organisation's response to the complaint was fair and reasonable
3. The complainant did not provide information that our office had requested
4. The complaint concerned the merits of the organisation's decision and we do not have the power to review the merits of a decision
5. The complainant is not directly impacted by the concerns they have raised

Investigations



Most common investigation outcomes

1. The organisation took appropriate steps to address a systemic problem
2. Our office provided feedback to the organisation complained about
3. Our office provided the complainant with a further explanation

Ombudsman and Commissioner's observations

My office received 130 approaches in July 2025, which represents a slower start to the new financial year than we experienced last year (200 approaches in July 2024). Complaints to the Ombudsman decreased significantly (51, down from 102 in July 2024). We mostly saw this decrease in notification-related complaints (23, down from 75 in July 2024).

Interestingly, while we received fewer complaints from notifiers and practitioners who were the subject of notifications, we received more complaints from third parties about notifications (8, up from 1 in July 2024). This was due to patients of an individual practitioner contacting us to dispute the regulatory action taken against the practitioner by a National Board.

We continued to receive more registration-related complaints than this time last year (19 complaints, up from 10 in July 2024). Concerns about delay appear to be the primary driver of this increase. We saw this across different registration-related processes, including the processing of new applications for registration, applications for renewal of registration, applications for endorsement and the assessment of international qualifications. It may be that the increased concerns about delay are associated with Ahpra's ongoing transition to its new operating system.

We continued to prioritise informal resolution wherever possible in July 2025, which led us to facilitate 17 early resolution transfers and initiate preliminary inquiries 8 times. We progressed 3 complaints to investigation where our previous efforts to use informal resolution mechanisms were unsuccessful.

My office finalised slightly more complaints than in July 2024 (77, up from 71 in July 2024). We finalised 1 investigation, which culminated in feedback to a specialist medical college regarding the need to improve a policy by adding clearer information about what criteria it assesses candidates against when determining applications for its training program.