



National Health
Practitioner
Ombudsman

Our work in June 2025

Monthly approaches overview

1 June 2025 to 30 June 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.

175

approaches
received



Down from 197 in
June 2024



99

Ombudsman
complaints received



Down from 106 in
June 2024



1

FOI matters
received



Down from 6 in
June 2024



1

privacy
complaint received



Consistent with 1 in
June 2024

74

enquiries
received



Down from 84
in June 2024



Ombudsman
complaints were made
by 90 individuals (up
from 57 in June 2024)



2

FOI review
determinations
(0 in June 2024)



0

notifiable data
breaches assessed
(0 in June 2024)

Complaints to the Ombudsman

15



early resolution
transfers made

Up from 12 in
June 2024



8



preliminary
inquiries made

Down from 27 in
June 2024



0



investigations
launched

Down from 13 in
June 2024



170

Ombudsman
complaints finalised

Up from 74 in
June 2024



Stage complaint was finalised

104

assessment

41

early resolution
transfer

12

preliminary
inquiry

13

investigation

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Notification-related complaints to the Ombudsman

1 June 2025 to 30 June 2025

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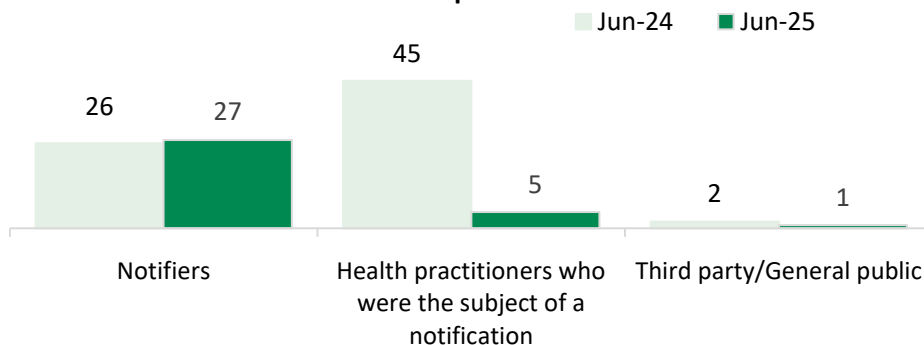
33

notification-related
complaints received

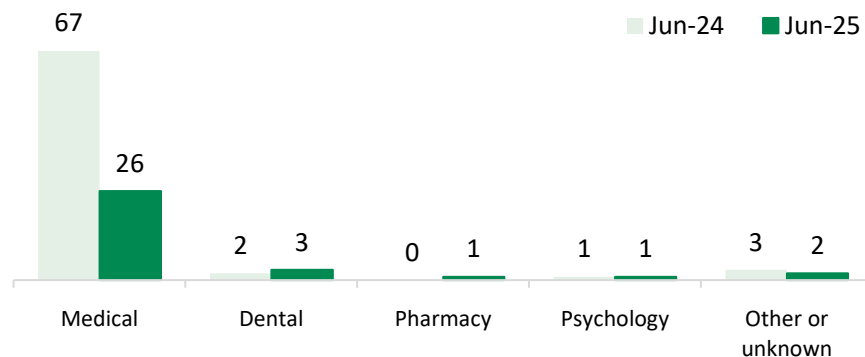


Down from 73 in June 2024

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 in the form of immediate action
4. Action taken to refer a practitioner to a Tribunal
5. Outcome and stage of the notification are unknown

Stage notification-related complaints were finalised

43 assessment 10 early resolution transfer
7 preliminary inquiry 13 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 organisation's response to the complaint was fair and reasonable
4. Our office provided further explanation to the complainant following an investigation
5. The organisation took appropriate steps to address a systemic problem following an investigation

Registration-related complaints to the Ombudsman

1 June 2025 to 30 June 2025



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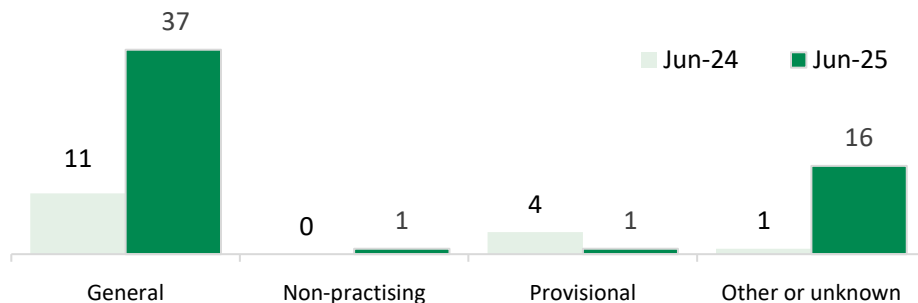
55

registration-related
complaints received

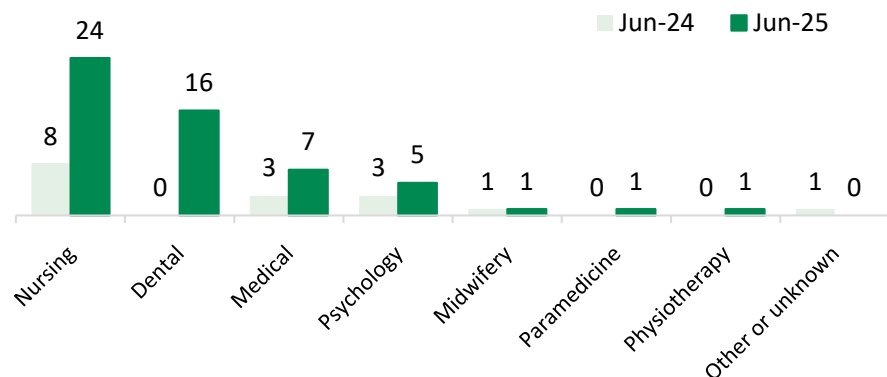


Up from 16 in June 2024

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. Registration of a practitioner with criminal history concerns
3. Processing of an application for endorsement
4. Assessment of an international qualification
5. Processing of a new application for registration

Stage registration-related complaints were finalised

54 assessment 30 early resolution transfer
4 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. Our office is addressing the concern as a systemic issue
5. The complainant agreed that their complaint had been resolved

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Accreditation-related complaints to the Ombudsman

1 June 2025 to 30 June 2025



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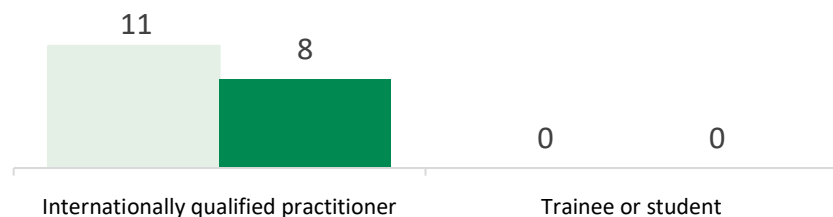
accreditation-related
complaints received



Down from 11 in June 2024

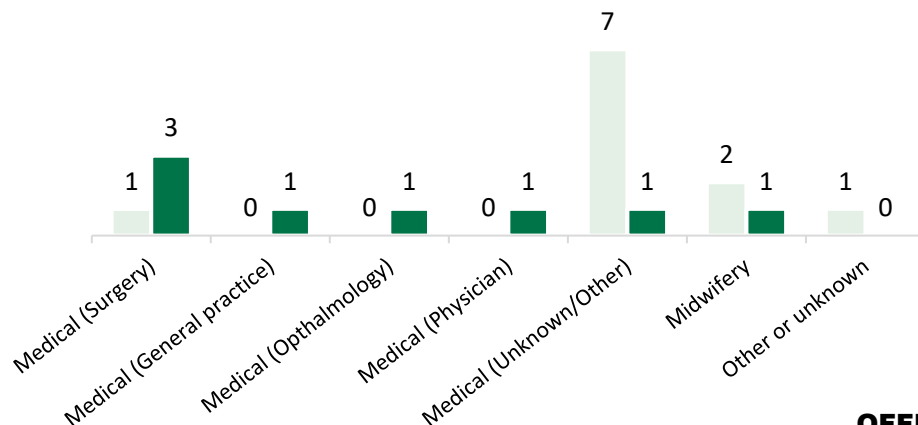
Who made accreditation-related complaints

Jun-24 Jun-25



Professions and specialties that accreditation-related complaints were about

Jun-24 Jun-25



Processes that most frequently drove accreditation-related complaints

1. Assessment of an international qualification
2. Merits review processes
3. Delivery of an exam
4. Entry to a specialist medical training program
5. Supervision at a specialist medical training site

Stage accreditation-related complaints were finalised

2	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 had an active complaint with the organisation about the same issues
3. The organisation's response to the complaint was fair and reasonable
4. The complainant did not provide information that our office had requested
5. Our office provided feedback to the organisation complained about

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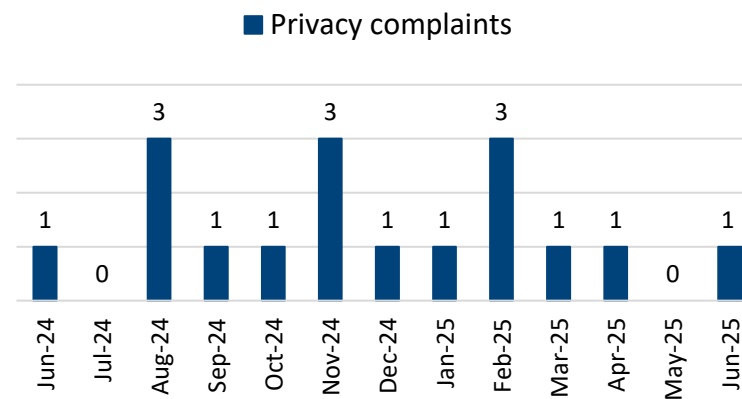
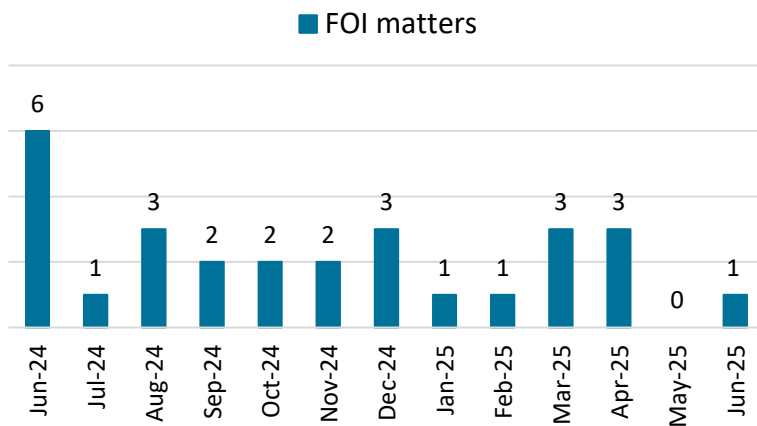
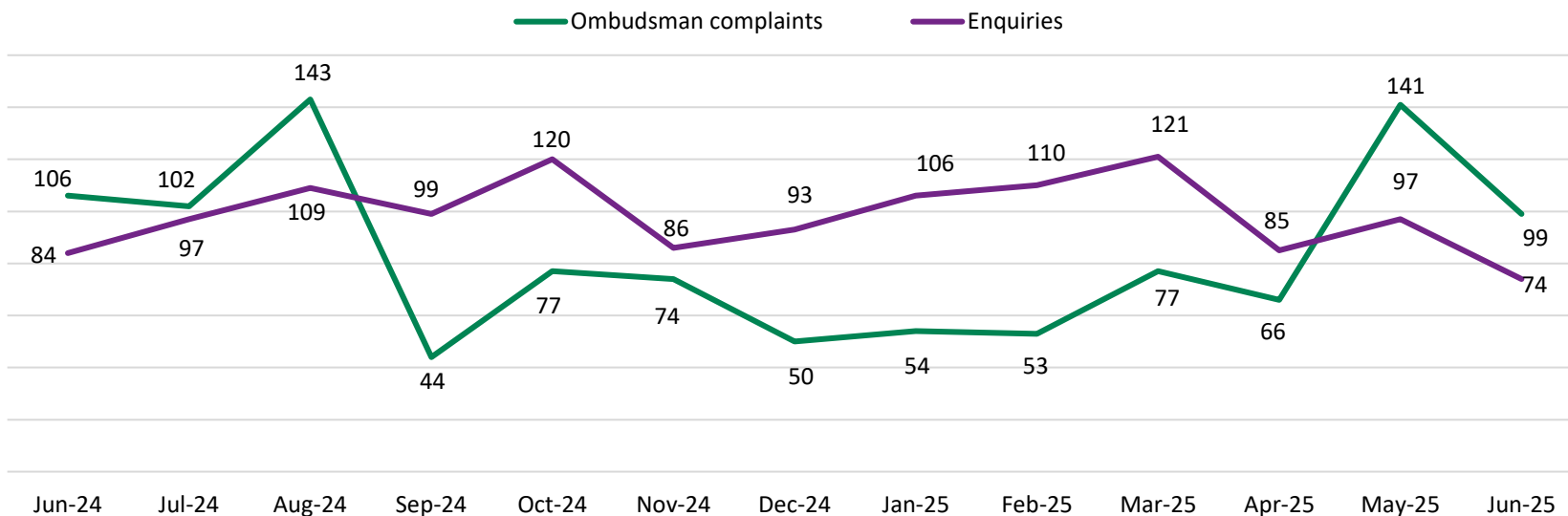
National Health
Practitioner
Ombudsman

Our year to date

1 July 2024 to 30 June 2025

Approach trends

1 June 2024 to 30 June 2025



Ombudsman complaints received from 1 July 2024 to 30 June 2025

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Types of complaints received

508 ↑ notification
Up from 435 in the same period last financial year

355 ↑ registration
Up from 123 in the same period last financial year

73 ↓ accreditation
Down from 79 in the same period last financial year

Who made complaints

662 health practitioners
318 non-practitioners

↑ Up from 435 in the same period last financial year

↑ Up from 256 in the same period last financial year

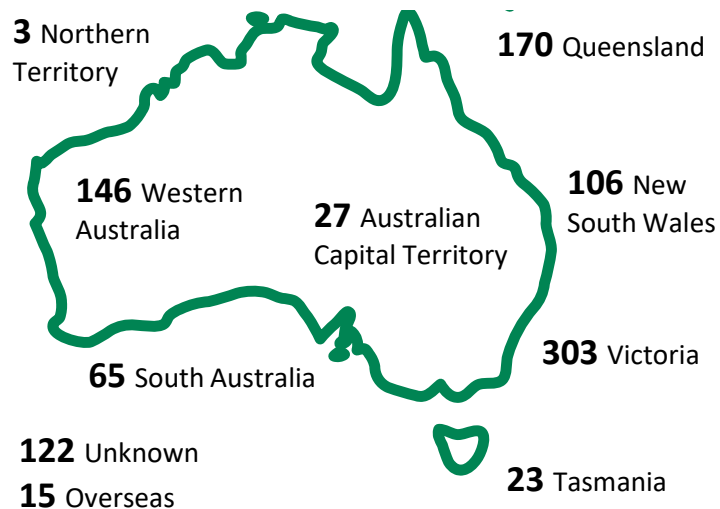
Professions most complaints were about

 **566** medical
↑ Up from 453 in the same period last financial year

 **193** nursing
↑ Up from 89 in the same period last financial year

 **78** psychology
↑ Up from 52 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

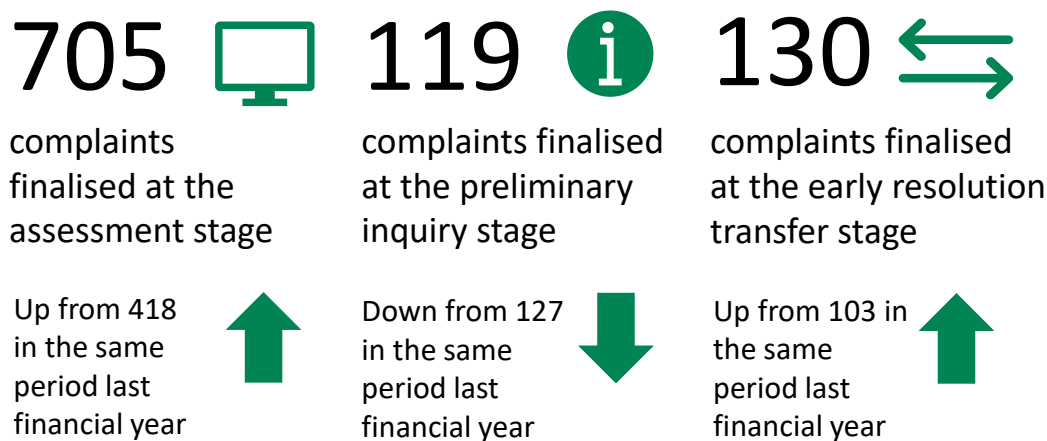
Most common accreditation-related issues that drove complaints

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 30 June 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 matter complained about was still actively being considered by the organisation
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

Investigations



Most common investigation outcomes

1. Our office provided the complainant with a further explanation
2. Our office provided feedback to the organisation complained about
3. The organisation took appropriate steps to address a systemic problem
4. The organisation agreed to change a policy or process
5. Our office issued formal comments to the organisation the complaint was made about

Ombudsman and Commissioner's observations

My office received 175 approaches in June 2025, which represents a reduction from June 2024 (197 approaches). Both June 2024 and June 2025 were affected by systemic concerns that led to a higher than usual number of complaints to the Ombudsman (99 in June 2025, and 106 in June 2024).

In June 2025 the concerns brought to my office were mostly registration-related. We received 55 registration-related complaints in June 2025, up from only 16 in June 2024. This contrasts with June 2024 when the increase in complaints was mostly notification-related.

The increase in registration-related complaints was in part driven by the continuation of the registration renewal issues I noted last month. Nurses and midwives continued to make complaints to us about difficulties using Ahpra's new practitioner portal. However, we also received a cluster of complaints from members of the public raising concerns about a National Board's decision to register a specific health practitioner.

Despite the increased demand on our services, my office finalised 170 complaints to the Ombudsman, including 41 complaints via early resolution transfer, 12 following preliminary inquiries, and 13 following investigation. I issued formal comments to Ahpra as a result of two of these investigations about:

- how it communicates with practitioners and notifiers in relation to matters referred to it by the Office of the Health Ombudsman (OHO) in Queensland, and
- the need for Ahpra to engage with the OHO to ensure a consistent approach to the handling of confidential notifications.

I also made 2 freedom of information (FOI) review decisions in June 2025. One of these decisions affirmed that Ahpra had made the correct decision in relation to an FOI application. In the second matter, I decided to set aside Ahpra's decision and found that a document in dispute should be released to the applicant in full. Both of these decisions can be accessed on our website: www.nhpo.gov.au/foi-review-decisions.