



National Health
Practitioner
Ombudsman

Our work in October 2025

Monthly approaches overview

1 October 2025 to 31 October 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.

192

approaches
received



Down from 201 in
October 2024



101

Ombudsman
complaints received



Up from 77 in
October 2024



3

FOI matters
received



Up from 2 in
October 2024



1

privacy complaint
received



Consistent with 1 in
October 2024

87

enquiries
received



Down from 120
in October 2024



Ombudsman complaints
were made by 64
individuals (down from
70 in October 2024)



1

FOI review
determination
(0 in October
2024)



0

notifiable data
breaches
assessed (1 in
October 2024)

Complaints to the Ombudsman

21

early resolution
transfers made



Up from 5 in
October 2024



19

preliminary
inquiries made



Up from 5 in
October 2024



0

investigations
launched



Consistent with 0 in
October 2024



72

Ombudsman
complaints finalised

Down from 81 in
October 2024



Stage complaint was finalised

49

assessment

17

early resolution
transfer

5

preliminary
inquiry

1

investigation

Notification-related complaints to the Ombudsman

1 October 2025 to 31 October 2025

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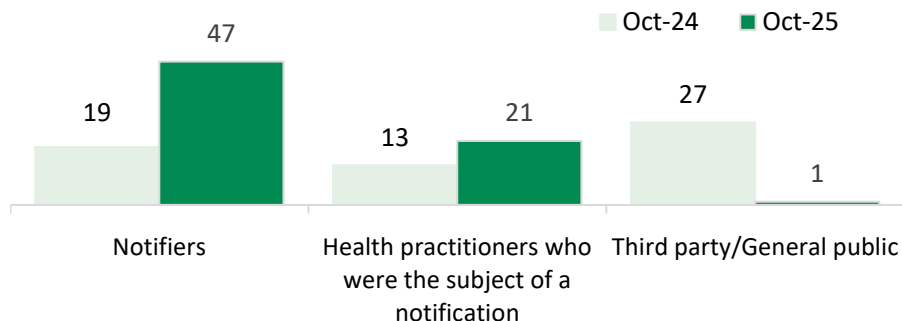
69

notification-related
complaints received

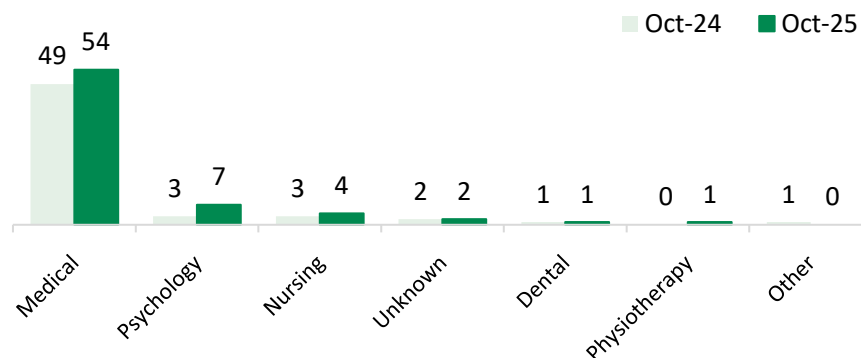


Up from 59 in October 2024

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. Concerns not progressed as a notification
5. Action taken at the assessment stage

Stage notification-related complaints were finalised

33 assessment

9 early resolution transfer

3 preliminary inquiry

0 investigation

Most common outcomes of notification-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. Our office is addressing the concern as a systemic issue
4. Our office has previously considered the same concerns outlined in the complaint
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 October 2025 to 31 October 2025

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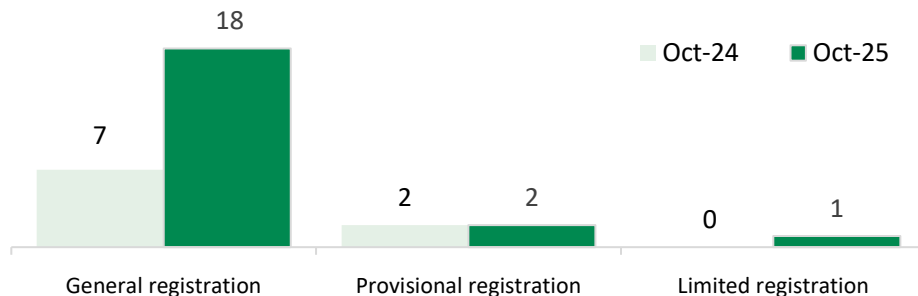
21

registration-related
complaints received

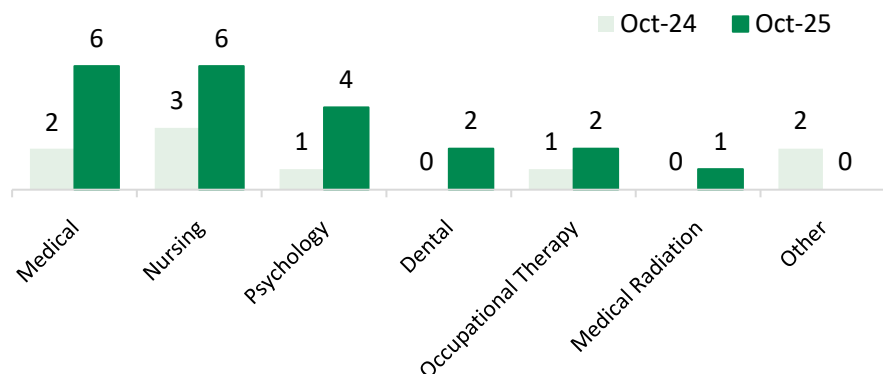


Up from 9 in October 2024

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. Application of the English Language Skills Registration Standard
4. Assessment of a practitioner's health or performance
5. Application of the Recency of Practice Registration Standard

Stage registration-related complaints were finalised

11 assessment	6 early resolution transfer
1 preliminary inquiry	0 investigation

Most common outcomes of registration-related complaints

1. The organisation's response to the complaint was fair and reasonable
2. The complainant did not provide information that our office had requested
3. An investigation was not warranted in the circumstances
4. The complainant withdrew their complaint
5. The matter complained about was still actively being considered by the organisation

Accreditation-related complaints to the Ombudsman

1 October 2025 to 31 October 2025



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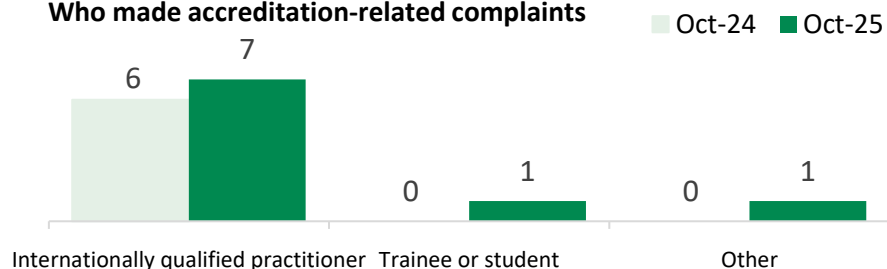
9

accreditation-related
complaints received

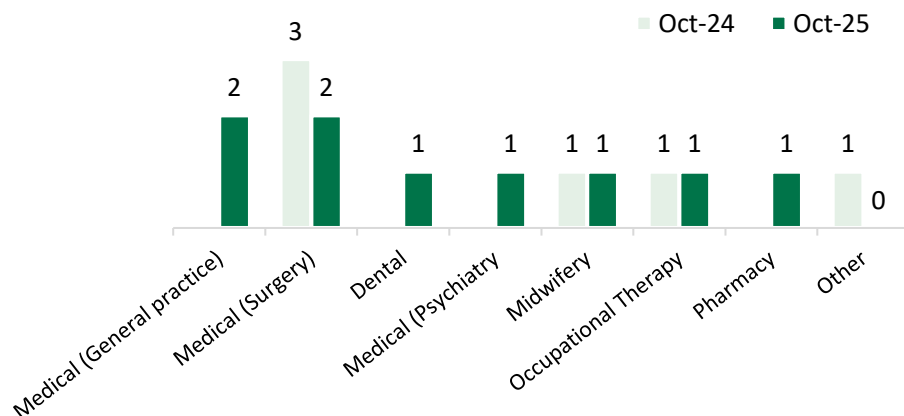


Up from 6 in October 2024

Who made accreditation-related complaints



Professions and specialties that accreditation-related complaints were about



Processes that most frequently drove accreditation-related complaints

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

Stage accreditation-related complaints were finalised

3

assessment

1

early resolution transfer

1

preliminary inquiry

1

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 complainant did not provide information that our office had requested for us to further consider their concerns
4. Our office is addressing the concern as a systemic issue
5. Our office provided further explanation to the complainant following an investigation

OFFICIAL



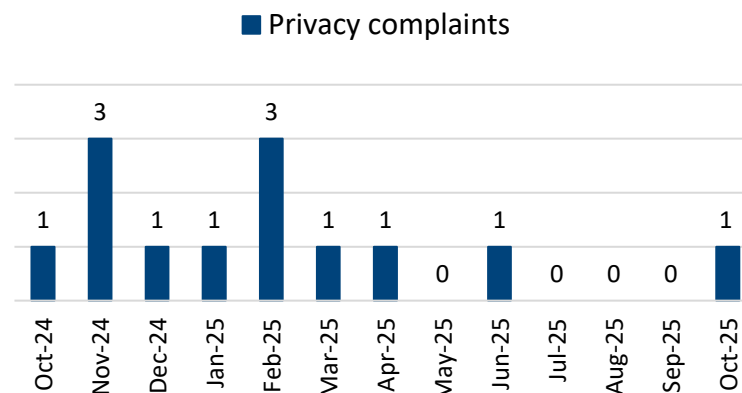
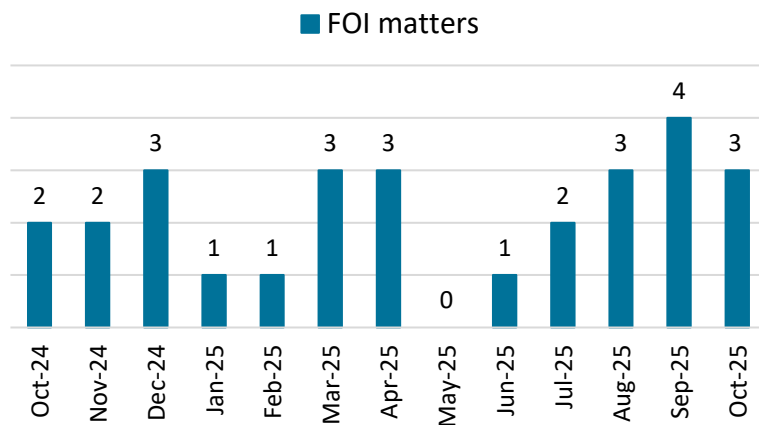
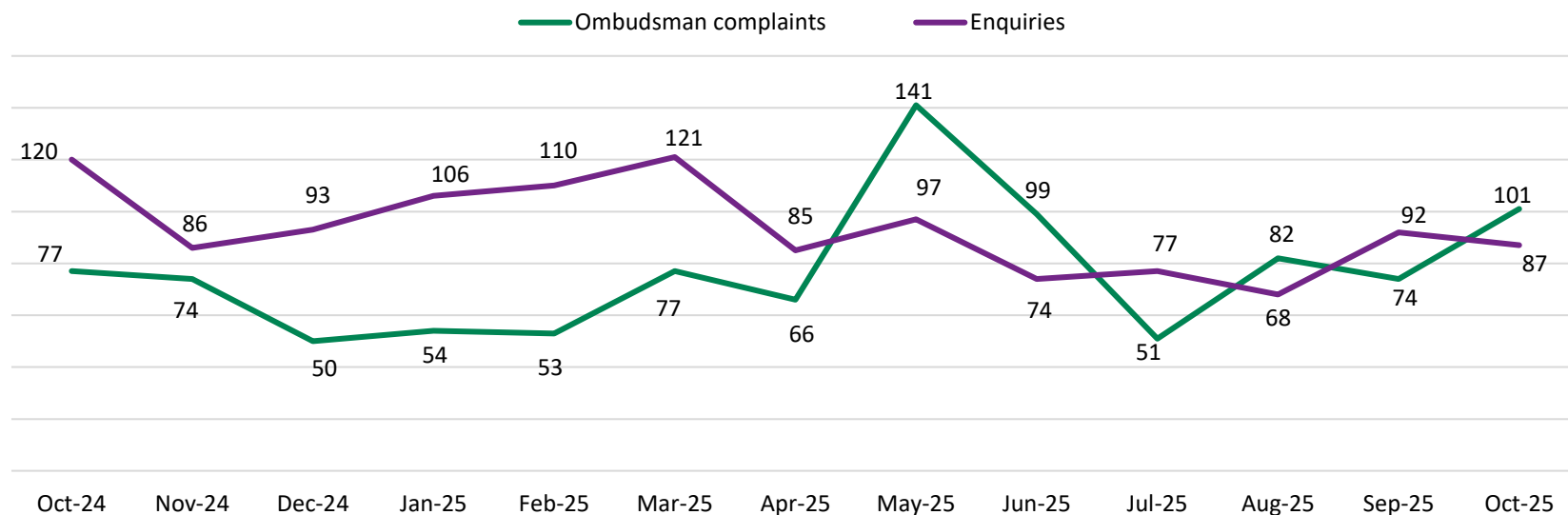
National Health
Practitioner
Ombudsman

Our financial year to date

1 July 2025 to 31 October 2025

Approach trends

1 October 2024 to 31 October 2025



Ombudsman complaints received from 1 July 2025 to 31 October 2025

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Types of complaints received

182 ↓ Down from 202 in the same period last financial year
notification

89 ↓ Down from 114 in the same period last financial year
registration

24 ↓ Down from 30 in the same period last financial year
accreditation

Who made complaints

198 health practitioners
110 non-practitioners

↓ Down from 237 in the same period last financial year

↓ Down from 129 in the same period last financial year

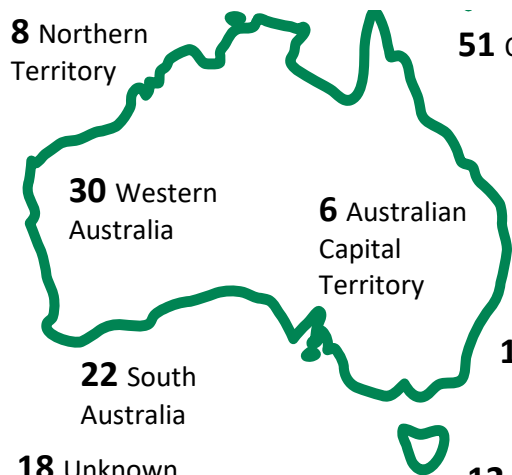
Professions most complaints were about

 **192** medical
↓ Down from 268 in the same period last financial year

 **44** nursing
↑ Up from 40 in the same period last financial year

 **25** psychology
↑ Up from 24 in the same period last financial year

Location complaints were made from



8 Northern Territory
51 Queensland
30 Western Australia
6 Australian Capital Territory
37 New South Wales
116 Victoria
22 South Australia
12 Tasmania
18 Unknown
8 Overseas

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 the reasons provided for a decision to take no further action at the assessment stage were inadequate

Most common registration-related issues that drove complaints

1. Practitioner believes the process for renewing their general registration has been unfair
2. Practitioner believes the handling of their application for general registration has been unreasonably delayed

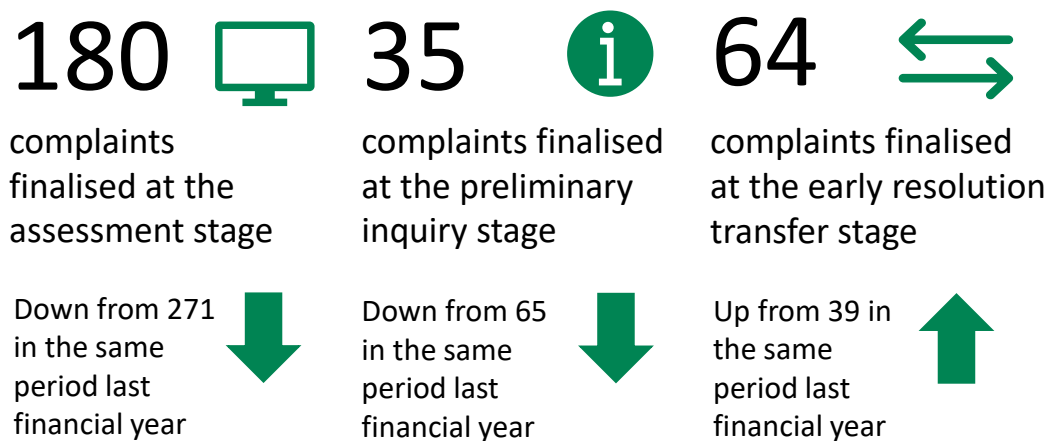
Most common accreditation-related issues that drove complaints

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 for assessing their qualification was unfair

Resolution of Ombudsman complaints from 1 July 2025 to 31 October 2025

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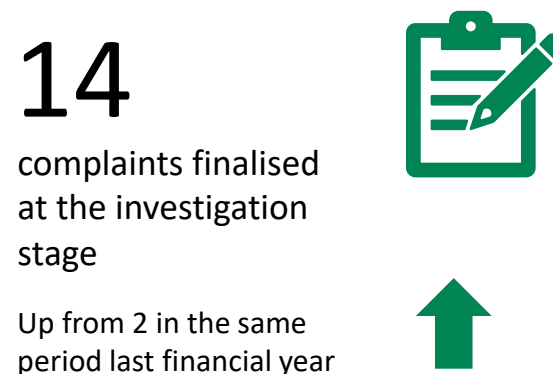
Early resolution mechanisms



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 for us to further consider their concerns
4. The matter complained about was still actively being considered by the organisation
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 took appropriate steps to address a systemic problem
4. The organisation provided an apology or acknowledgement
5. Updates were made to the organisation's public facing information

Ombudsman and Commissioner's observations

In October 2025 my office received more complaints to the Ombudsman than in October 2024, including across notification, registration and accreditation-related complaint types (101, up from 77). Consistent with usual trends, Ombudsman complaints often related to the handling of notifications (69 of 101 complaints), and these complaints were more likely to concern the medical profession (54 of 69 complaints). Overall, my office received 192 approaches during October 2025, which was a small reduction from October 2024 (201). This was mainly because we received fewer enquiries about matters we could not assist with (87, down from 120).

We received more complaints about the management of notifications in October 2025 than the same time last year (69, up from 59). Interestingly, however, we heard from different types of individuals. In October 2024 we received more complaints from third parties, including patients of a registered practitioner (27 complaints). This month, we received only one complaint from a third party to a notification, and complaints were more often made by notifiers (47 complaints) or practitioners (21 complaints).

Registration-related complaints (21, up from 9) and accreditation-related complaints (9, up from 6) were also more common in October 2025 than in October 2024. Practitioners seeking registration for the first time or renewal of their registration continue to report difficulties with Ahpra's new practitioner portal, which requires a mobile-enabled device for multi-factor authentication. We also saw an increase in concerns relating to English language skills assessments for practitioners seeking registration. The assessment of internationally qualified practitioners, merits review processes, and concerns about the fairness and delivery of examinations continue to be common themes in accreditation-related complaints.

My staff finalised 72 Ombudsman complaints this month, including a formal investigation. The investigation resulted in my office providing feedback to a specialist medical college about the need to clearly document and communicate the assessment of internationally qualified specialists against each of the assessment criteria, including gaps or alignment in their training or experience to an Australian-trained specialist.

I also made a decision regarding a Freedom of Information application. I affirmed Ahpra's decision that documents requested by an applicant relating to a notification were exempt from release. This decision is published on our website at www.nhpo.gov.au/foi-review-decisions.