



National Health
Practitioner
Ombudsman

Our work in September 2025

Monthly approaches overview

1 September 2025 to 30 September 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.

170

approaches
received



Up from 147 in
September 2024



74

Ombudsman
complaints received



Up from 44 in
September 2024



4

FOI matters
received



Up from 2 in
September 2024



0

privacy complaints
received



Down from 1 in
September 2024



92

enquiries
received



Down from 99
in September
2024



Ombudsman
complaints were made
by 58 individuals (up
from 37 in September
2024)



2

FOI review
determinations
(0 in September
2024)



0

notifiable data
breaches assessed
(1 in September
2024)

Complaints to the Ombudsman

19

early resolution
transfers made



Up from 14 in
September 2024



4

preliminary
inquiries made



Down from 13 in
September 2024



1

investigation
launched



Consistent with 1 in
September 2024



83

Ombudsman
complaints finalised

Up from 79 in
September 2024



Stage complaint was finalised

43

assessment

21

early resolution
transfer

10

preliminary
inquiry

9

investigation

Notification-related complaints to the Ombudsman

1 September 2025 to 30 September 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.



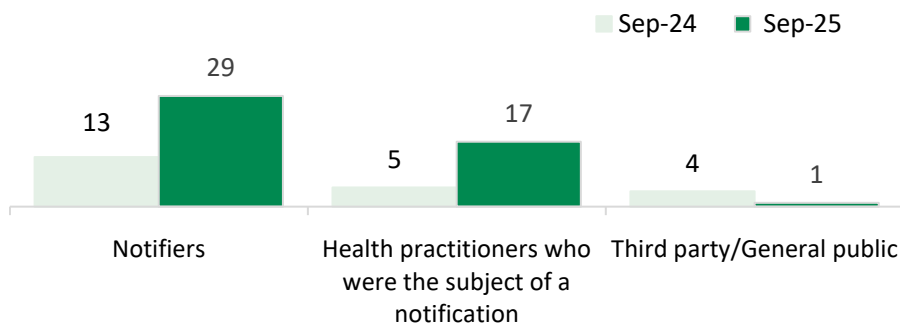
47

notification-related
complaints received

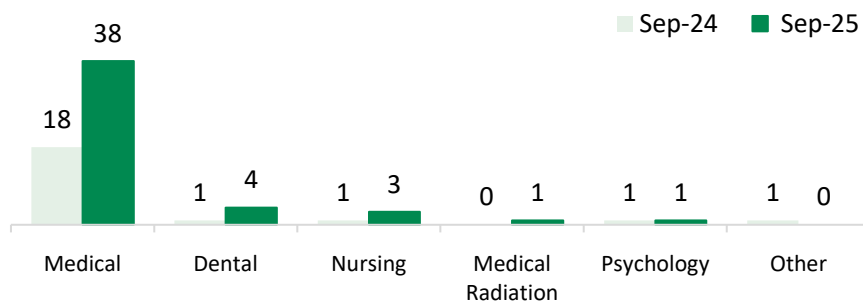


Up from 22 in September 2024

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. Concerns not progressed as a notification
4. No further action taken at an unknown stage
5. Action taken to refer the practitioner to a tribunal

Stage notification-related complaints were finalised

23 assessment 17 early resolution transfer

7 preliminary inquiry 5 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 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

OFFICIAL

Registration-related complaints to the Ombudsman

1 September 2025 to 30 September 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



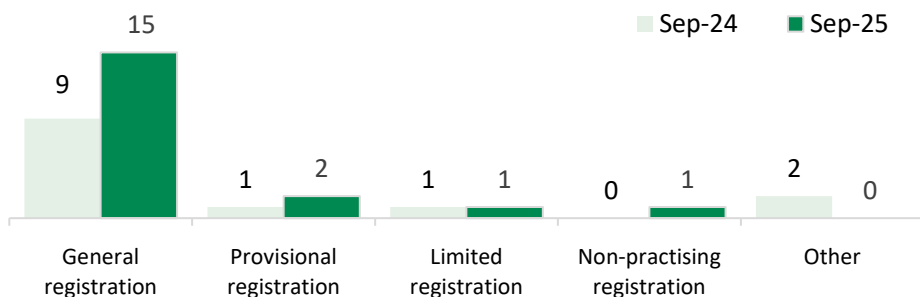
19

registration-related
complaints received

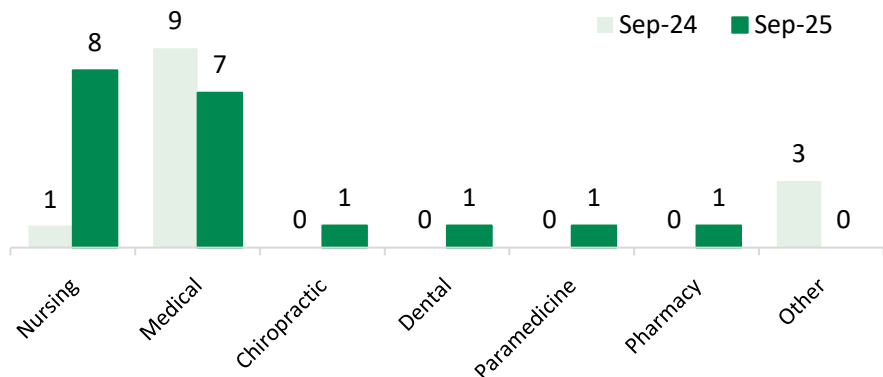


Up from 13 in September 2024

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. Fees charged for registration
5. Processing of an application to amend the circumstances in which a practitioner is approved to practise

Stage registration-related complaints were finalised

14	assessment	4	early resolution transfer
3	preliminary inquiry	2	investigation

Most common outcomes of registration-related complaints

1. The complainant did not provide information that our office had requested
2. An investigation was not warranted in the circumstances
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. Our office provided feedback to the organisation complained about following an investigation

Accreditation-related complaints to the Ombudsman

1 September 2025 to 30 September 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



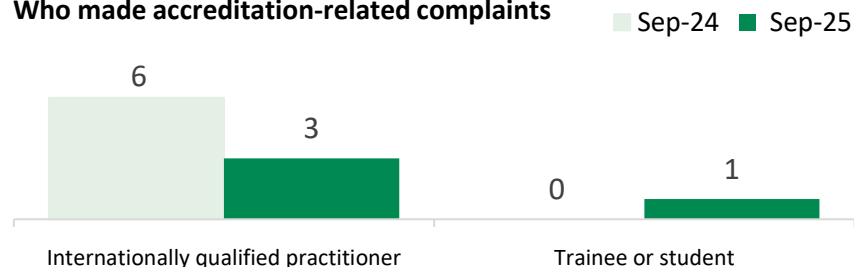
4

accreditation-related
complaints received

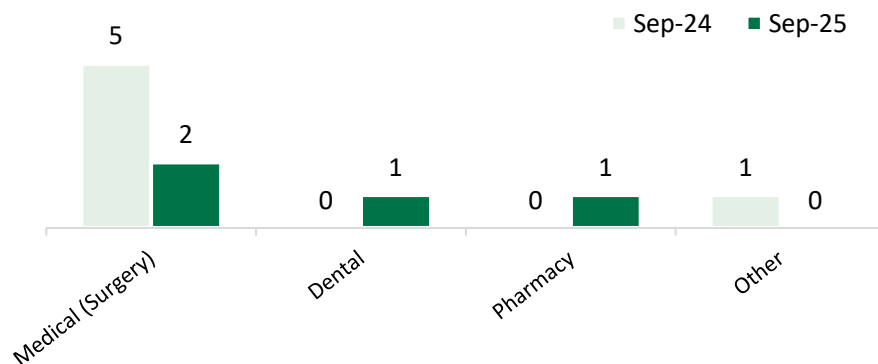


Down from 6 in September 2024

Who made accreditation-related complaints



Professions and specialties that accreditation-related complaints were about



Processes that most frequently drove accreditation-related complaints

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

Stage accreditation-related complaints were finalised

4

assessment

0

early resolution transfer

0

preliminary inquiry

2

investigation

Most common outcomes of accreditation-related complaints

1. Our office provided feedback to the organisation complained about following an investigation
2. Our office provided further explanation to the complainant following an investigation
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. Our office is addressing the concern as a systemic issue

OFFICIAL



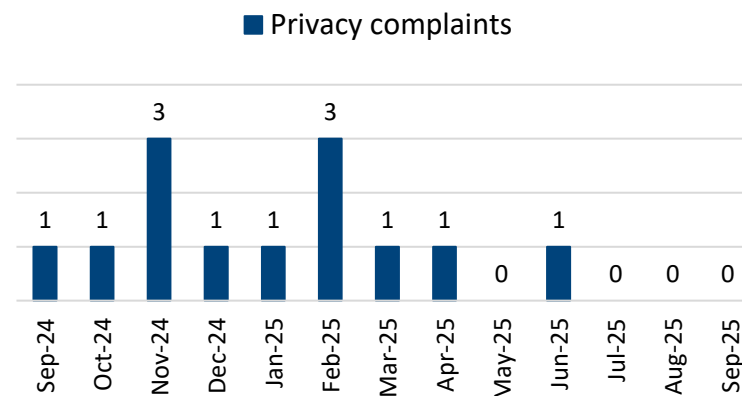
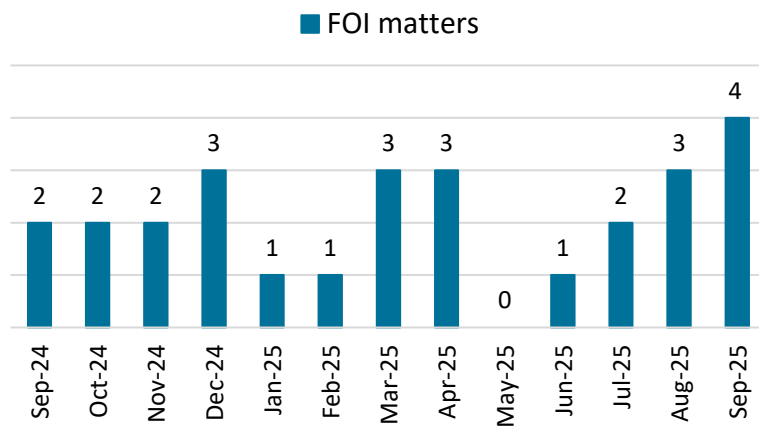
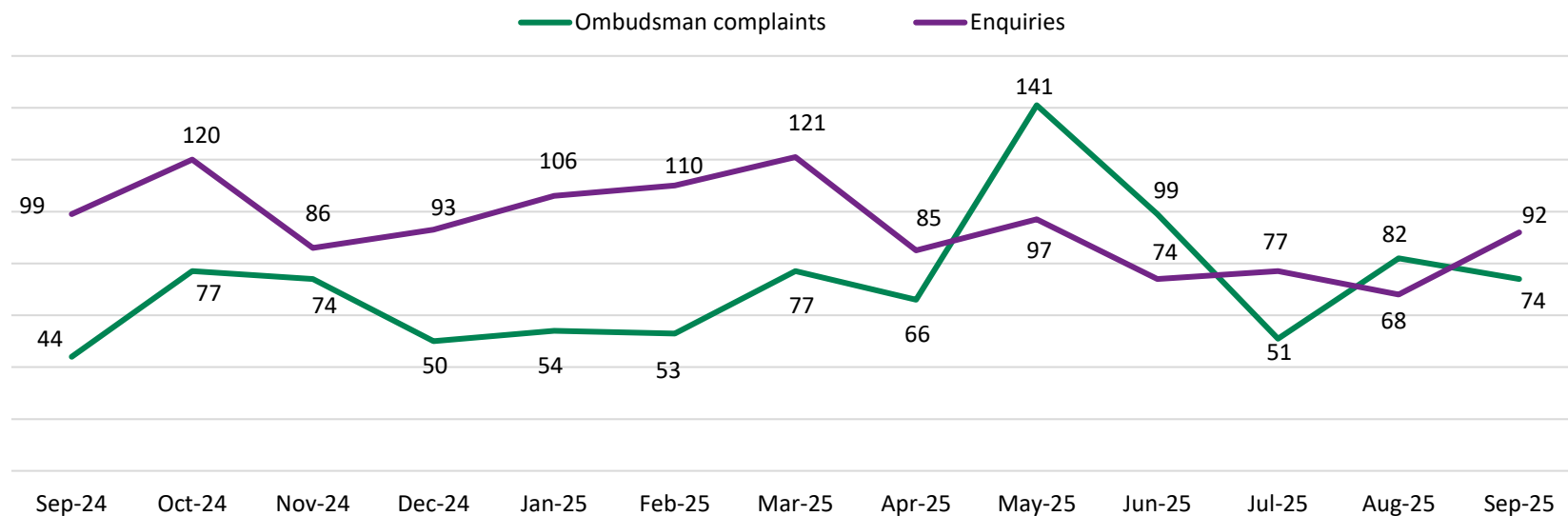
National Health
Practitioner
Ombudsman

Our financial year to date

1 July 2025 to 30 September 2025

Approach trends

1 September 2024 to 30 September 2025



Ombudsman complaints received from 1 July 2025 to 30 September 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.

Types of complaints received

113 ↓ Down from 143 in the same period last financial year
notification

68 ↓ Down from 105 in the same period last financial year
registration

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

Who made complaints

135 health practitioners
72 non-practitioners

↓ Down from 202 in the same period last financial year

↓ Down from 87 in the same period last financial year

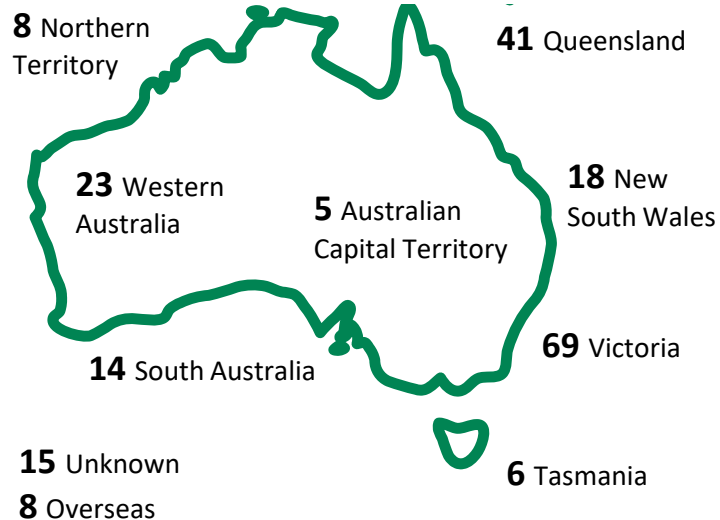
Professions most complaints were about

126 medical
↓ Down from 210 in the same period last financial year

34 nursing
Consistent with 34 in the same period last financial year

14 psychology
↓ Down from 20 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. Practitioner believes an active notification has been unreasonably delayed

Most common registration-related issues that drove complaints

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

Most common accreditation-related issues that drove complaints

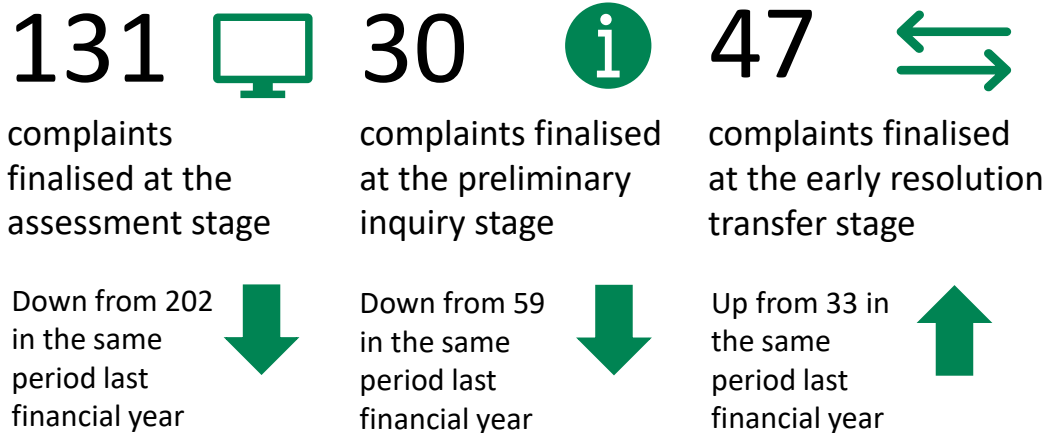
1. Internationally qualified practitioner believes a decision made about the assessment of their qualification was unfair or unreasonable
2. Trainee or student believes an exam process has been unfair

Resolution of Ombudsman complaints from 1 July 2025 to 30 September 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

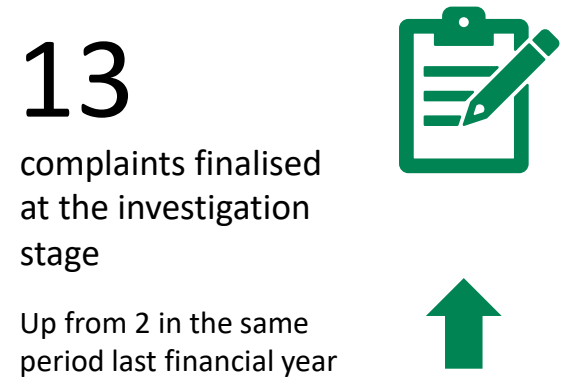
Early resolution mechanisms



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 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 matter complained about was still actively being considered by the organisation

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

My office received 170 approaches during September 2025, including 74 complaints to the Ombudsman. This represents an increase from September 2024, during which 147 approaches were received.

This increase was mostly due to a higher volume of complaints to the Ombudsman (74, up from 44 in September 2024), including more notification-related complaints (47, up from 22) and registration-related complaints (19, up from 13). However, trends across the complaints received were largely consistent with those seen in previous months. For example, most notification-related complaints related to the medical profession, and the processing of applications for the renewal of registration was a common cause for concern for individuals making registration-related complaints.

While this month was busier than the same time last year, my office saw an overall decline in the number of complaints made in the first quarter of 2025–26 when compared with the same time in 2024–25. This has provided a valuable opportunity for my office to focus on progressing active matters, including by bringing complex matters to a meaningful conclusion. To that end, we finalised 83 Ombudsman complaints during September 2025. This included 9 formal investigations which resulted in feedback to the organisations complained about.

Our feedback during September 2025 included highlighting opportunities to improve:

- Ahpra's processes through better communication with employers when regulatory action has been taken against a practitioner
- the visibility of immediate action restrictions for Ahpra staff and enhanced guidance on how they prepare recommendations for National Board when immediate action is in place
- Ahpra's responsiveness to problems with how conditions that restrict a practitioner's practise have been drafted
- specialist medical colleges' management of significant policy changes through enhanced processes and documentation
- specialist medical colleges' communication with internationally qualified practitioners about how they have been assessed.

I also made two Freedom of Information review decisions during September 2025. In both matters, I set aside the decision Ahpra had made and substituted it with my decision. These decisions will shortly be published on our [website](http://www.nhpo.gov.au/foi-review-decisions) at www.nhpo.gov.au/foi-review-decisions.