



National Health
Practitioner
Ombudsman

Our work in November 2025

Monthly approaches overview

1 November 2025 to 30 November 2025

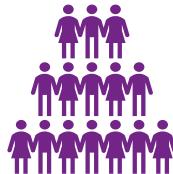


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Please note: our data is subject to change due to ongoing investigations and quality assurance activities. If you have a question about our data, please contact us on 1300 795 265 or by email via complaints@nhpo.gov.au.

148

approaches received



Down from 165 in November 2024



62

Ombudsman complaints received



Down from 74 in November 2024



2

FOI matters received



0

privacy complaints received



Down from 3 in November 2024



84

enquiries received



Down from 86 in November 2024



Ombudsman complaints were made by 53 individuals (up from 47 in November 2024)



0

FOI review determinations (2 in November 2024)



0

notifiable data breaches assessed (0 in November 2024)

Complaints to the Ombudsman

11

early resolution transfers made



6

preliminary inquiries made



4

investigations launched



87

Ombudsman complaints finalised

Up from 51 in November 2024



Stage complaint was finalised

59

assessment

5

preliminary inquiry

13

early resolution transfer

10

investigation

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Notification-related complaints to the Ombudsman

1 November 2025 to 30 November 2025



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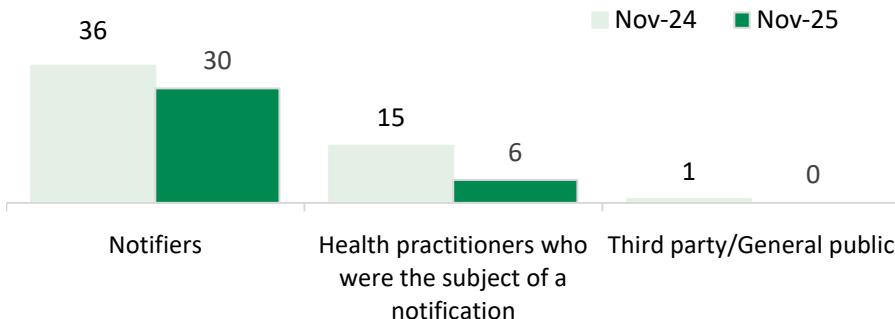
36

notification-related
complaints received

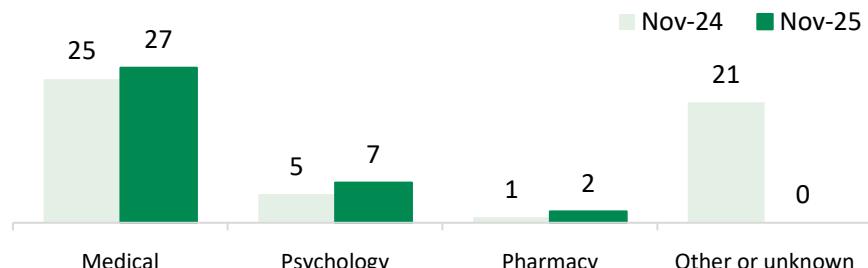


Down from 52 in November 2024

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

Stage notification-related complaints were finalised

39

assessment

4

early resolution transfer

4

preliminary inquiry

9

investigation

Most common outcomes of notification-related complaints

1. Our office is addressing the concern as a systemic issue
2. The matter is actively being considered by a court or tribunal
3. An investigation was not warranted in the circumstances
4. Our office provided a further explanation to the complainant following an investigation
5. Our office provided feedback to the organisation complained about following an investigation

Registration-related complaints to the Ombudsman

1 November 2025 to 30 November 2025



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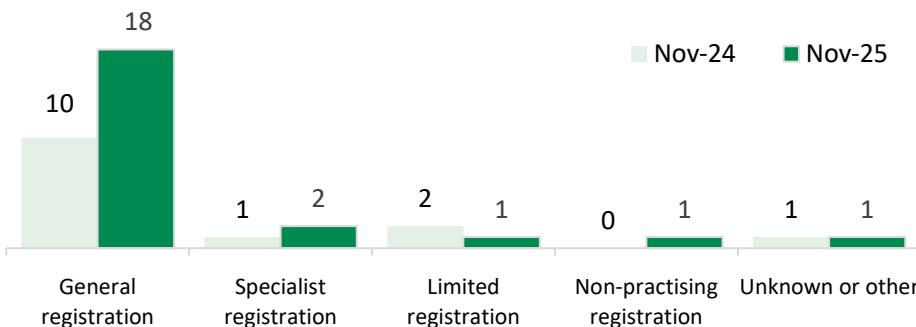
23

registration-related
complaints received

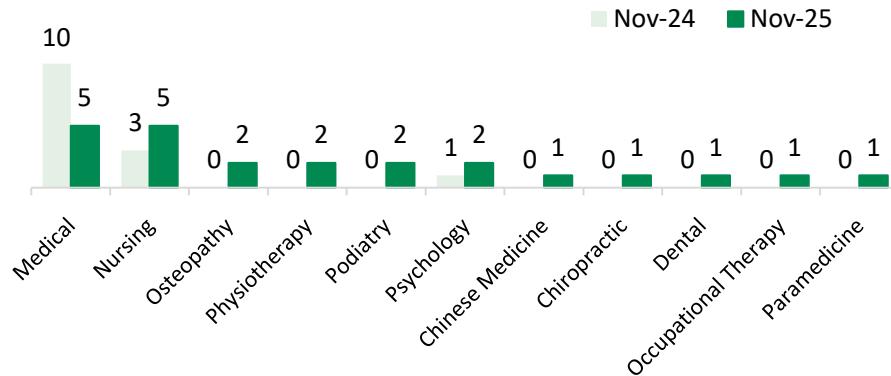


Up from 14 in November 2024

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. Transitioning from one registration type to another
4. Application of the English Language Skills Registration Standard
5. Fees charged for registration

Stage registration-related complaints were finalised

14	assessment
7	early resolution transfer
0	preliminary inquiry
1	investigation

Most common outcomes of registration-related complaints

1. The complainant did not provide information that our office had requested
2. The organisation's response to the complaint was fair and reasonable
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 November 2025 to 30 November 2025



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1

accreditation-related
complaints received



Down from 7 in November 2024

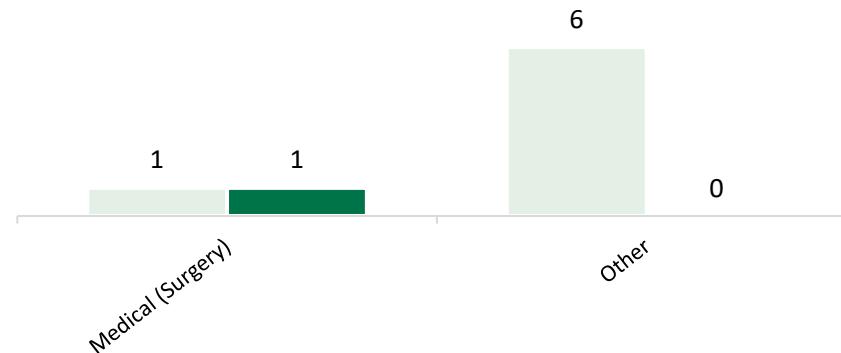
Who made accreditation-related complaints

Nov-24 Nov-25



Professions and specialties that accreditation-related complaints were about

Nov-24 Nov-25



Processes that most frequently drove accreditation-related complaints

1. Removal of an overseas qualified practitioner from their pathway to specialist registration

Stage accreditation-related complaints were finalised



Most common outcomes of accreditation-related complaints

1. The organisation's response to the complaint was fair and reasonable
2. An investigation was not warranted in the circumstances
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. Our office is addressing the concern as a systemic issue
5. The complainant did not provide information that our office had requested for us to further consider their concerns



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Our financial year to date

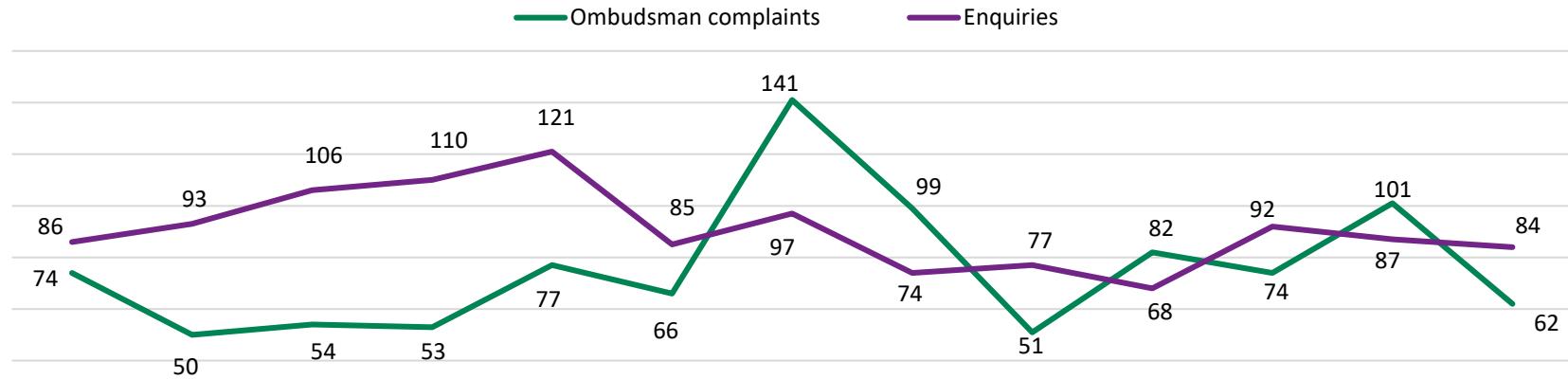
1 July 2025 to 30 November 2025

Approach trends

1 November 2024 to 30 November 2025



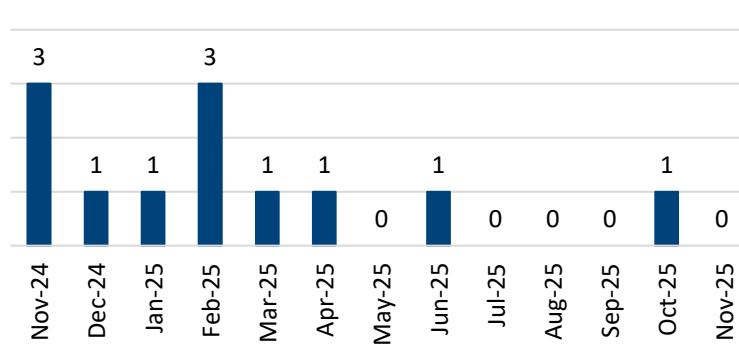
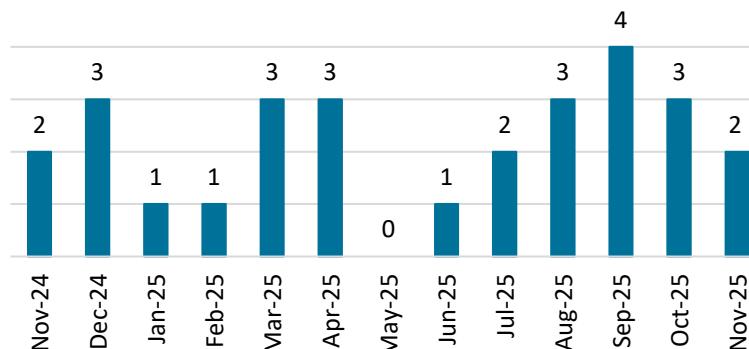
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Nov-24 Dec-24 Jan-25 Feb-25 Mar-25 Apr-25 May-25 Jun-25 Jul-25 Aug-25 Sep-25 Oct-25 Nov-25

■ FOI matters

■ Privacy complaints



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Ombudsman complaints received from 1 July 2025 to 30 November 2025



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Types of complaints received

219	notification		Down from 254 in the same period last financial year
112	registration		Down from 128 in the same period last financial year
25	accreditation		Down from 37 in the same period last financial year

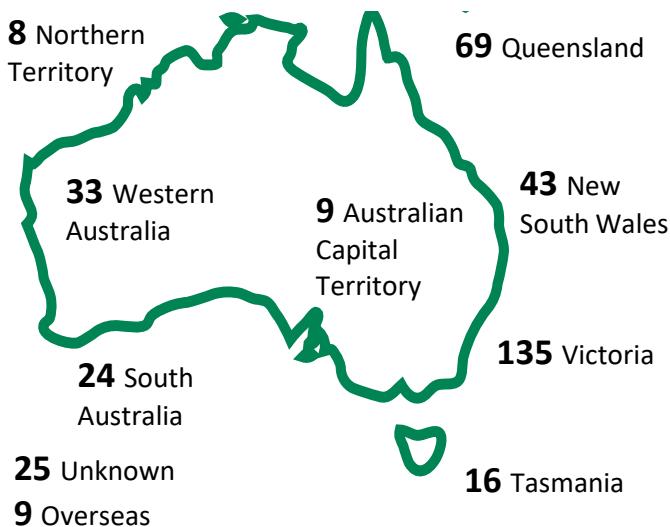
Who made complaints

240	health practitioners		Down from 286 in the same period last financial year
131	non-practitioners		Down from 154 in the same period last financial year

Professions most complaints were about

	227	medical		34	psychology
	49	nursing		30	dentistry
	34	psychology		30	optometry

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 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

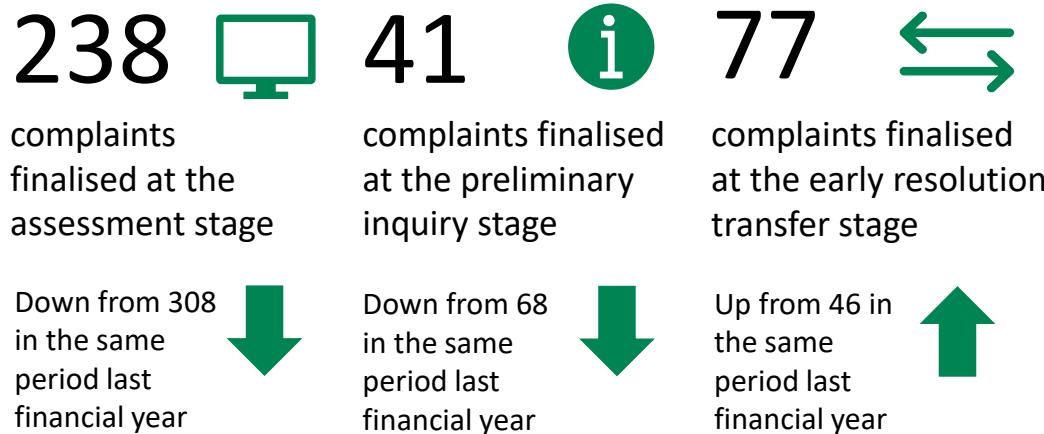
Resolution of Ombudsman complaints from 1 July 2025 to 30 November 2025



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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 the complainant with a further explanation
2. Our office provided feedback to the organisation complained about
3. Our office is addressing the concern as a systemic issue
4. The organisation took appropriate steps to address a systemic problem
5. The organisation provided an apology or acknowledgement

Ombudsman and Commissioner's observations

My office continued to see an increase in registration-related issues in November 2025, receiving 23 Ombudsman complaints related to registration matters (up from 14 in November 2024). This increase was mostly associated with practitioners experiencing issues accessing Ahpra's new practitioner portal ahead of the 30 November registration renewal deadline for some professions. Across the registration-related complaints we received, practitioners commonly told us they were dissatisfied about having to use a third party-owned authenticator app to identify themselves, often due to concerns about the security of their personal information. Others raised concerns about not being able to use the authenticator app because they did not have access to a smart phone or tablet.

Interestingly, we saw a reduction in the number of notification-related complaints received in November 2025 (36, down from 52 in November 2024). We did not receive any complaints about the handling of nursing-related notifications, whereas in November 2024 we received an unusually high number of this type of complaint (14).

Overall, my office received fewer approaches in November 2025 than we did in November 2024 (148 approaches, down from 165). While we received fewer Ombudsman complaints, they were made by more individuals (53 individuals made 62 complaints, up from 47 individuals who made 74 complaints in November 2024). This means we were contacted by more people, but they raised concerns about fewer regulatory matters.

We successfully finalised more complaints to the Ombudsman in November 2025 than we received (87 complaints finalised) and more complaints than we did last year (up from 51 in November 2024). This included 10 investigations, a number of which resulted in feedback to Ahpra about improving the management of notifications. Our feedback included suggestions that Ahpra:

- better clarify the threshold for the internal reallocation of active notifications when staff go on extended leave
- develop guidance to clarify whether a reminder about professional obligations may be included in the reasons for a decision made by a National Board in relation to a notification and confirm when that reminder should instead be issued to the practitioner as a caution.