



National Health  
Practitioner  
Ombudsman

# Our work in November 2025

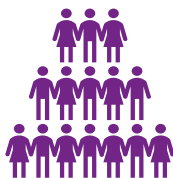
# Monthly approaches overview

1 November 2025 to 30 November 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](mailto: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



Consistent with 2 in  
November 2024

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



Up from 8 in  
November 2024



6

preliminary  
inquiries made



Down from 8 in  
November 2024



4

investigations  
launched



Up from 1 in  
November 2024



87

Ombudsman  
complaints finalised

Up from 51 in  
November 2024



Stage complaint was finalised

59

assessment

13

early resolution  
transfer

5

preliminary  
inquiry

10

investigation

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# Notification-related complaints to the Ombudsman

1 November 2025 to 30 November 2025



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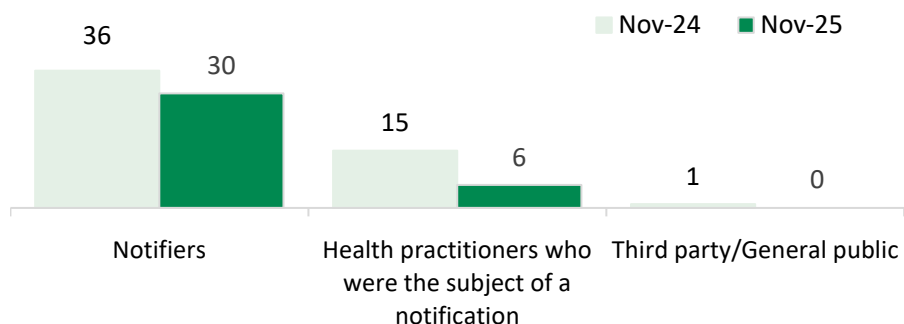
36

notification-related  
complaints received

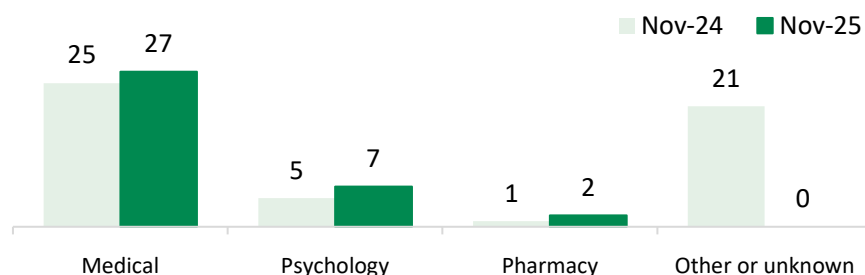


Down from 52 in November 2024

## 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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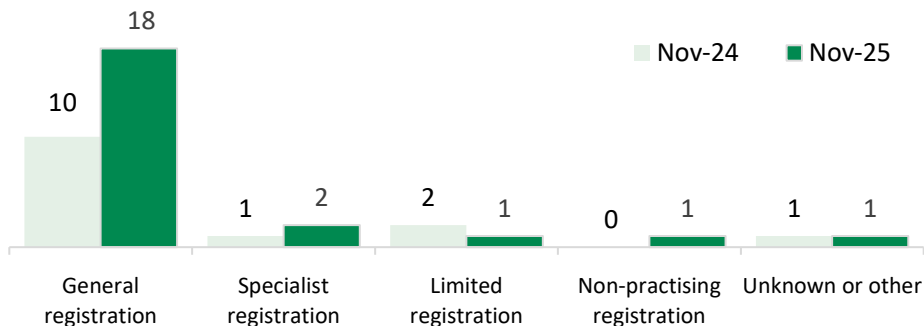
23

registration-related  
complaints received

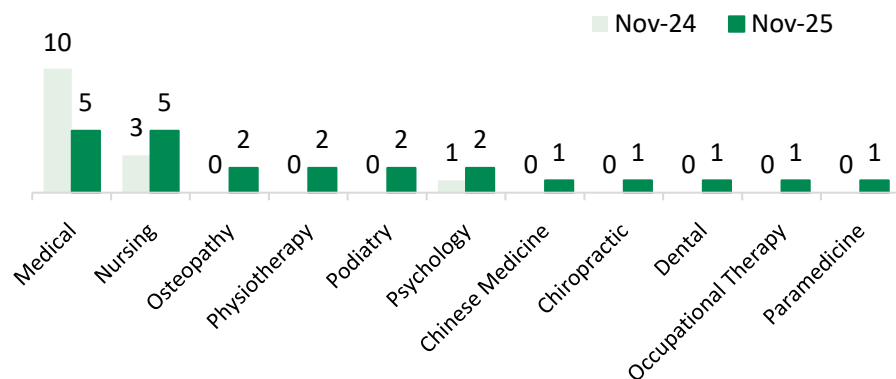


Up from 14 in November 2024

## 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

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# Accreditation-related complaints to the Ombudsman

1 November 2025 to 30 November 2025



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Practitioner  
Ombudsman

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1

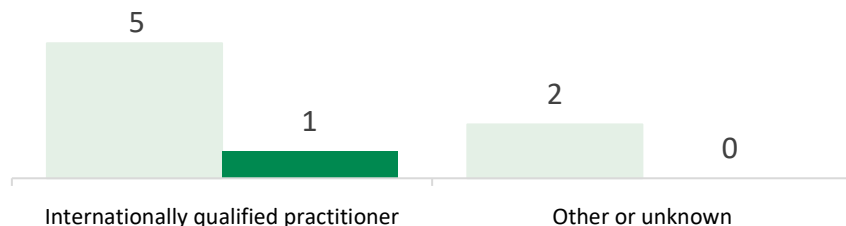
accreditation-related  
complaints received



Down from 7 in November 2024

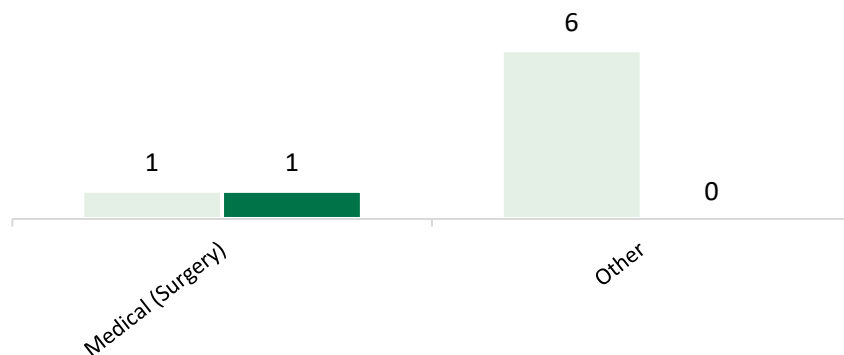
## Who made accreditation-related complaints

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

5

assessment

1

early resolution transfer

0

preliminary inquiry

0

investigation

## 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



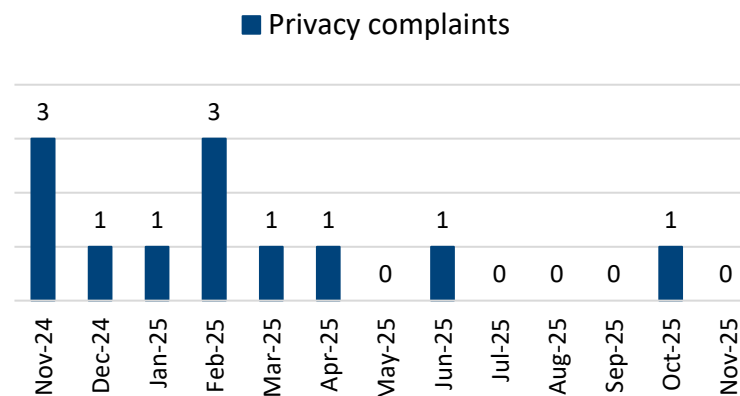
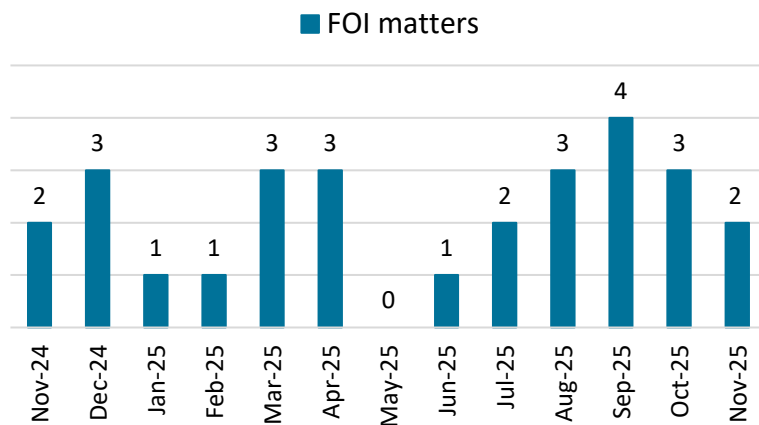
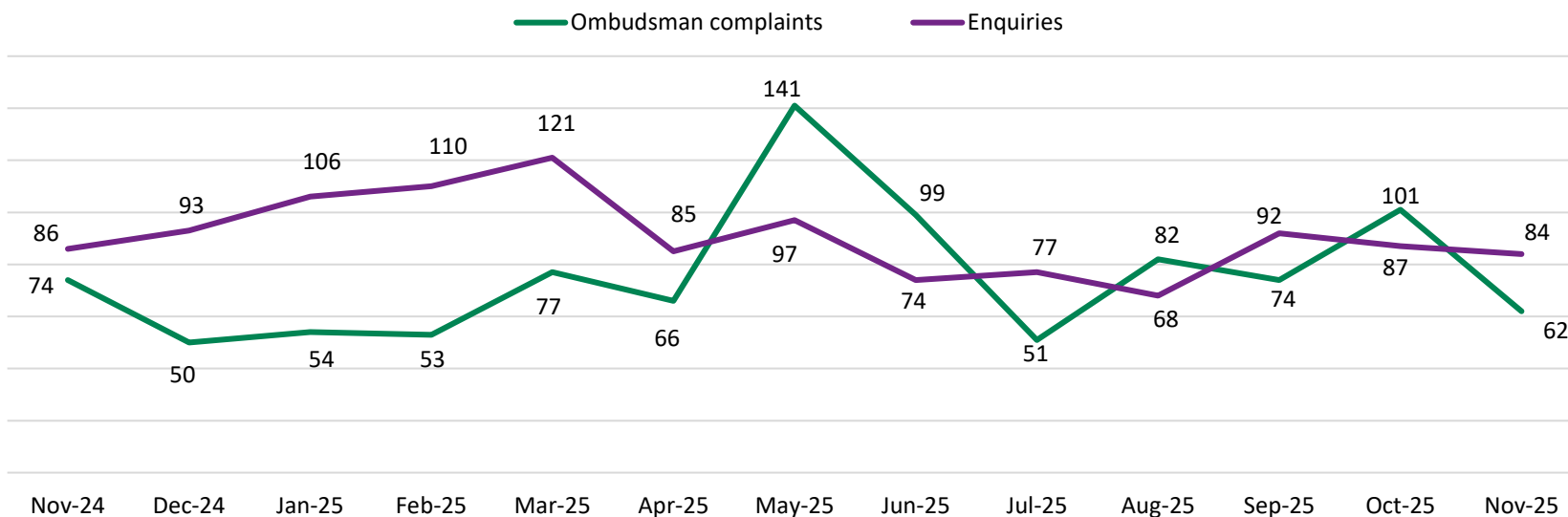
National Health  
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# Our financial year to date

1 July 2025 to 30 November 2025

# Approach trends

1 November 2024 to 30 November 2025



# Ombudsman complaints received from 1 July 2025 to 30 November 2025

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## Types of complaints received

**219** ↓ Down from 254  
notification in the same  
period last  
financial year

**112** ↓ Down from 128  
registration in the same  
period last  
financial year

**25** ↓ Down from 37  
accreditation in the same  
period last  
financial year

## Who made complaints


**240** health  
practitioners


**131** non-  
practitioners


↓ Down from  
286 in the  
same period  
last financial  
year

↓ Down from  
154 in the  
same period  
last financial  
year

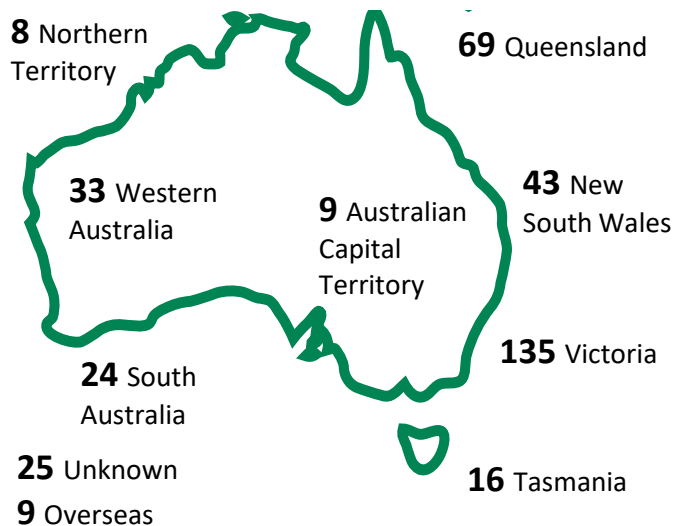
## Professions most complaints were about

 **227** medical  
↓ Down from 310 in the  
same period  
last financial  
year

 **49** nursing  
↓ Down from 57 in the  
same period  
last financial  
year

 **34** psychology  
↑ Up from 30  
in the same  
period last  
financial year

## Location complaints were made from



**8** Northern Territory

**69** Queensland

**43** New South Wales

**135** Victoria

**16** Tasmania

**9** Australian Capital Territory

**24** South Australia

**33** Western Australia

**25** Unknown

**9** 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

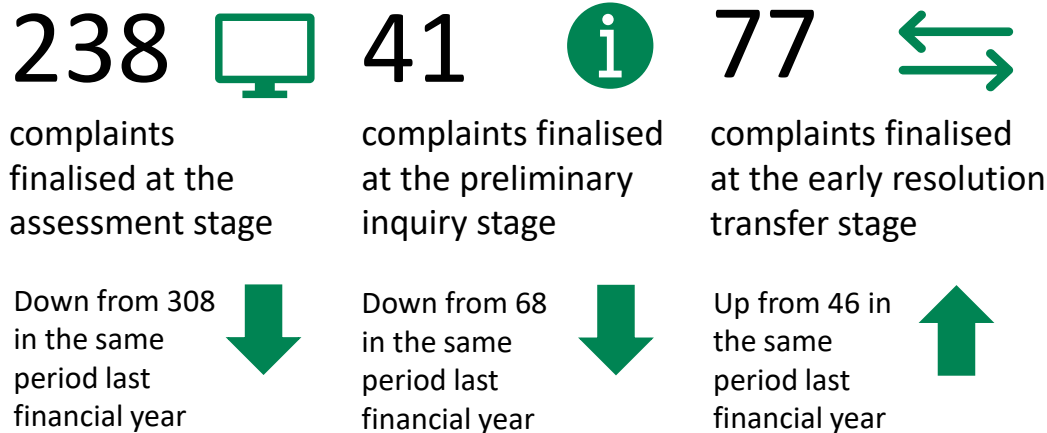
1. Internationally qualified practitioner believes a decision made about the assessment of their qualification was unfair or unreasonable
2. Internationally qualified practitioner believes the process for assessing their qualification was unfair



# Resolution of Ombudsman complaints from 1 July 2025 to 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.