



National Health
Practitioner
Ombudsman

Our work in December 2025

Monthly approaches overview

1 December 2025 to 31 December 2025

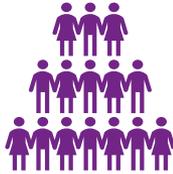


National Health
Practitioner
Ombudsman

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.

159

approaches
received



Up from 147 in
December 2024



86

Ombudsman
complaints received



Up from 50 in
December 2024



0

FOI matters
received



Down from 3 in
December 2024



16

privacy complaints
received



Up from 1 in
December 2024



57

enquiries
received



Down from 93 in
December 2024



Ombudsman complaints
were made by 68
individuals (up from 38
in December 2024)



1

FOI review
determinations
(0 in December
2024)



0

notifiable data
breaches
assessed (0 in
December 2024)

Complaints to the Ombudsman

16

early resolution
transfers made



Up from 5 in
December 2024



7

preliminary
inquiries made



Up from 3 in
December 2024



1

investigation
launched



Consistent with 1 in
December 2024



74

Ombudsman
complaints finalised

Up from 60 in
December 2024



Stage complaint was finalised

57

assessment

14

early resolution
transfer

2

preliminary
inquiry

1

investigation

OFFICIAL

Notification-related complaints to the Ombudsman

1 December 2025 to 31 December 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.



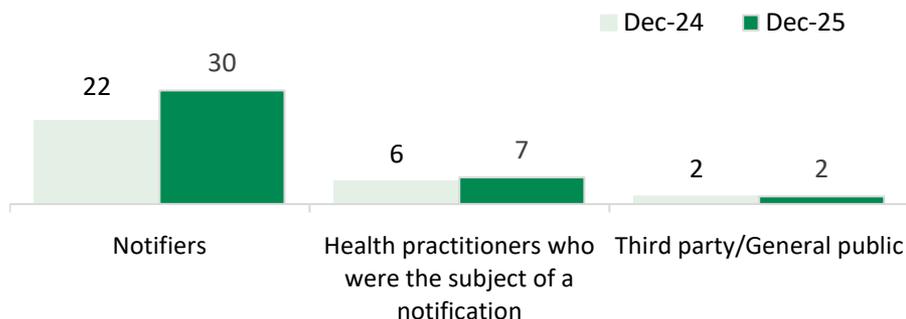
39

notification-related
complaints received

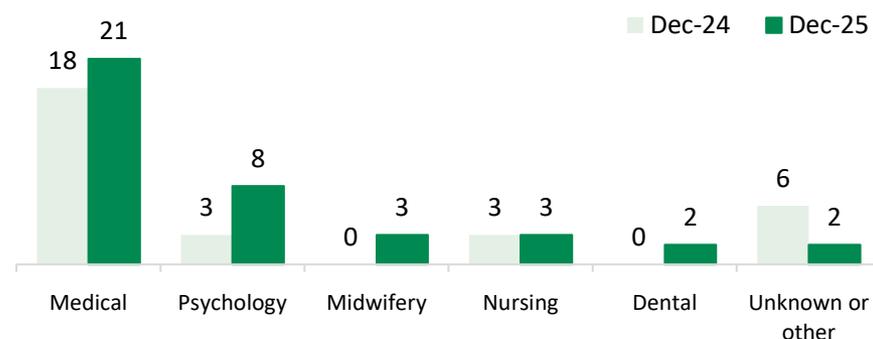


Up from 30 in December 2024

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. Concerns not progressed as a notification
3. An active notification
4. Action taken at the investigation stage
5. Action taken in the form of immediate action

Stage notification-related complaints were finalised

26 assessment

10 early resolution transfer

1 preliminary inquiry

1 investigation

Most common outcomes of notification-related complaints

1. An investigation was not warranted in the circumstances
2. The complaint concerned the merits of the organisation's decision and we do not have the power to review the merits of a decision
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. The concerns raised would be more appropriately considered by a court or tribunal

OFFICIAL

Registration-related complaints to the Ombudsman

1 December 2025 to 31 December 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.



26

registration-related complaints received

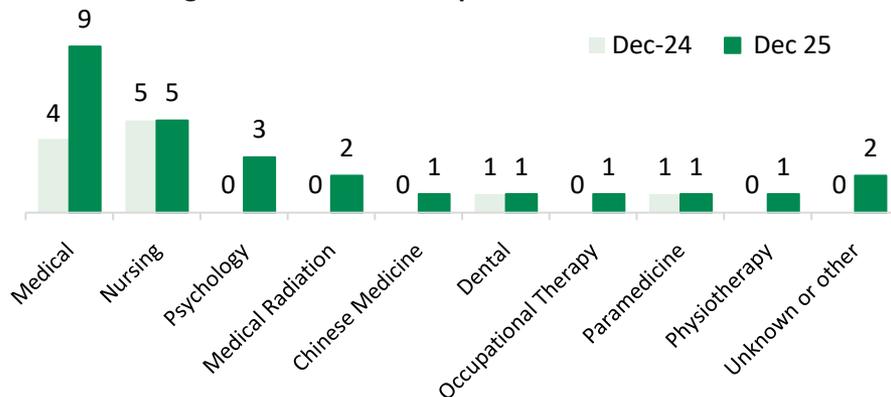


Up from 11 in December 2024

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 a new application for registration
2. Processing of an application for renewal of registration
3. Application of the English Language Skills Registration Standard
4. Assessment of an international qualification
5. Fees charged for registration

Stage registration-related complaints were finalised

15 assessment 2 early resolution transfer
 1 preliminary inquiry 0 investigation

Most common outcomes of registration-related complaints

1. An investigation was not warranted in the circumstances
2. The complainant decided to withdraw their complaint
3. The complainant did not provide information that our office had requested
4. The organisation's response to the complaint was fair and reasonable
5. The complainant was not directly impacted by the concerns they raised

Accreditation-related complaints to the Ombudsman

1 December 2025 to 31 December 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.



5

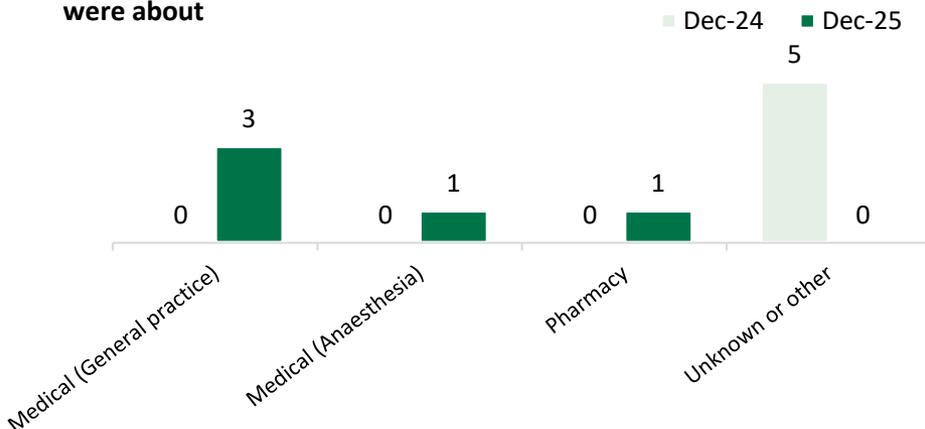
accreditation-related complaints received

Consistent with 5 in December 2024

Who made accreditation-related complaints



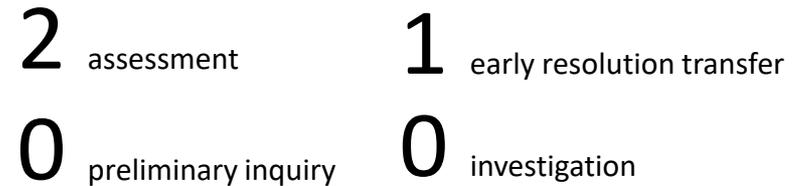
Professions and specialties that accreditation-related complaints were about



Processes that most frequently drove accreditation-related complaints

1. Assessment of an international qualification
2. Removal of an overseas qualified practitioner from their pathway to specialist registration
3. Merits review processes
4. Entry to a specialist training program
5. Fees charged for accreditation processes

Stage accreditation-related complaints were finalised



Most common outcomes of accreditation-related complaints

1. An investigation was not warranted in the circumstances
2. The matter complained about was still actively being considered by the organisation



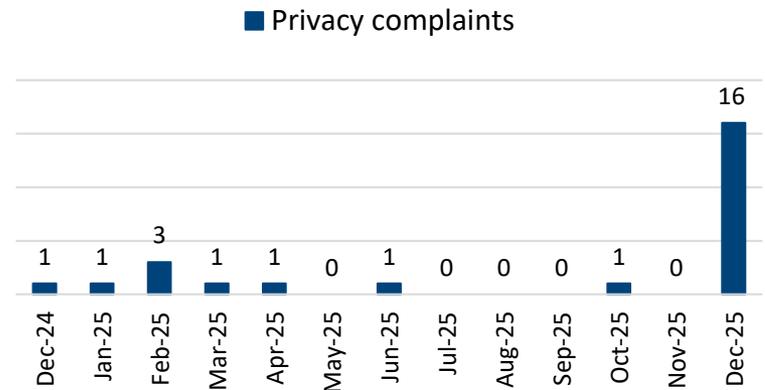
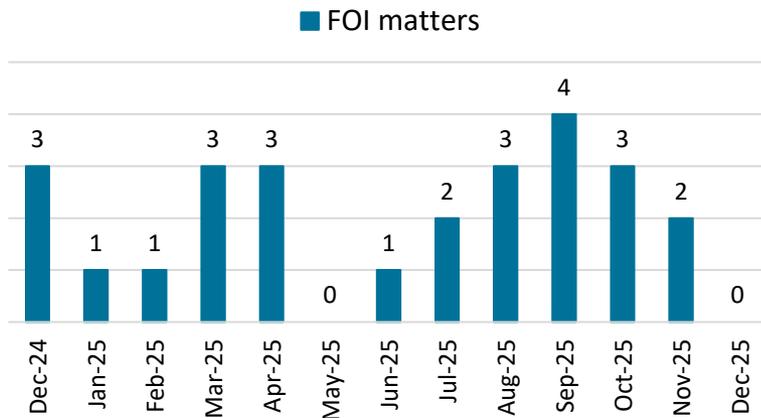
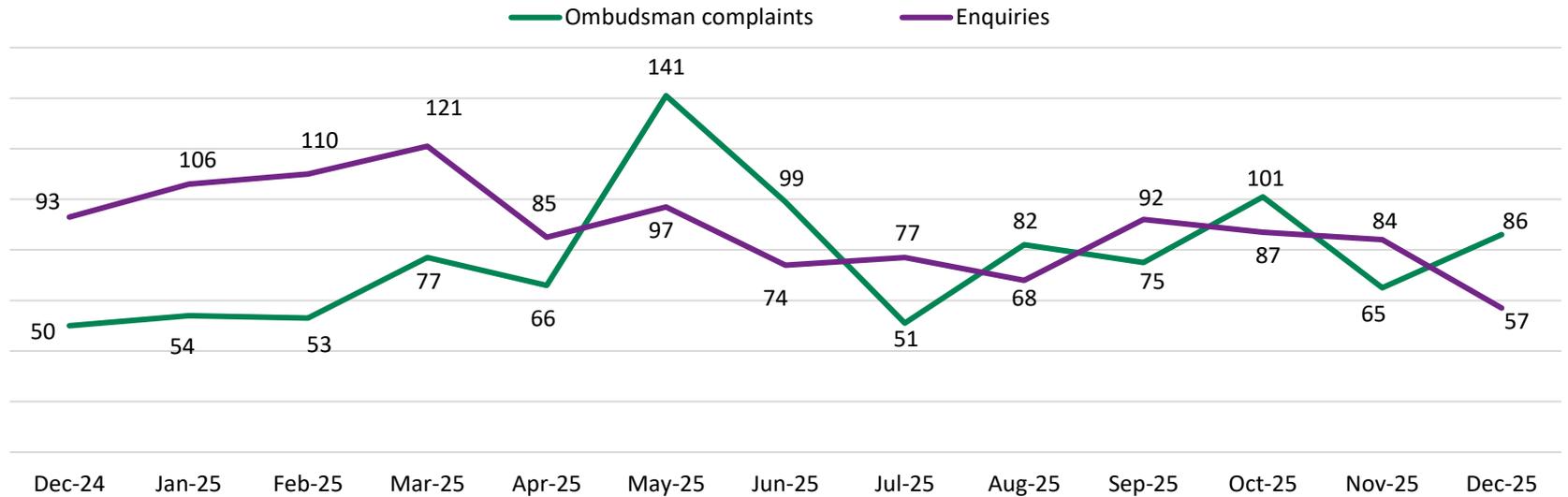
National Health
Practitioner
Ombudsman

Our financial year to date

1 July 2025 to 31 December 2025

Approach trends

1 December 2024 to 31 December 2025



Ombudsman complaints received from 1 July 2025 to 31 December 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

261 ↓ Down from 284 in the same period last financial year
notification

138 ↓ Down from 139 in the same period last financial year
registration

30 ↓ Down from 42 in the same period last financial year
accreditation

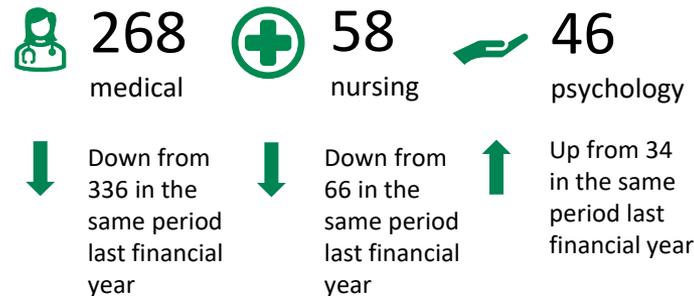
Who made complaints

302 health practitioners
158 non-practitioners

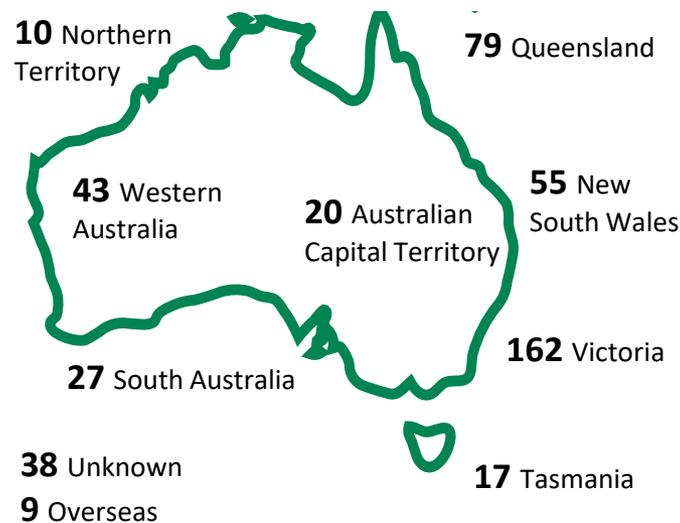
↓ Down from 321 in the same period last financial year

↓ Down from 169 in the same period last financial year

Professions most complaints were about



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 a decision to take no further action at the assessment stage was made without considering relevant evidence

Most common registration-related issues that drove complaints

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

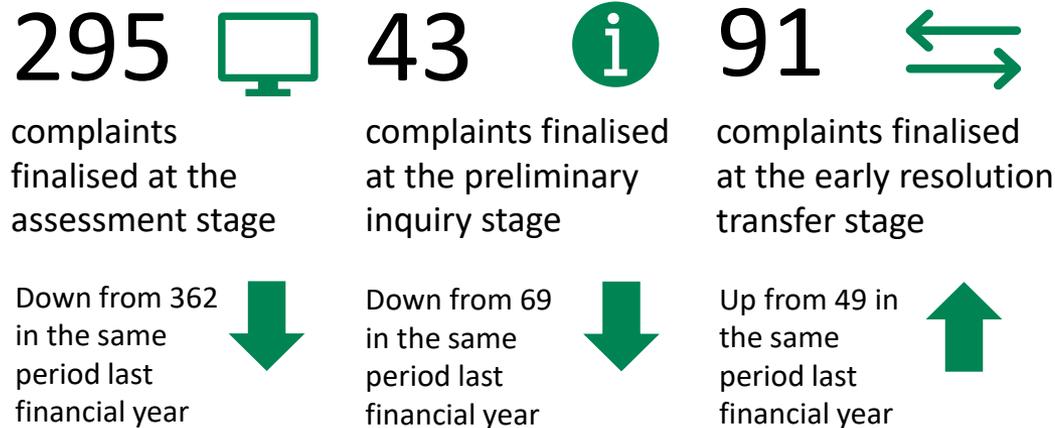
Most common accreditation-related issues that drove complaints

1. Internationally qualified practitioner believes a decision made about the assessment of their qualification was unfair or unreasonable
2. Trainee believes a decision to remove them from a medical specialist training program was unfair or unreasonable

Resolution of Ombudsman complaints from 1 July 2025 to 31 December 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. 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 received 159 approaches during December 2025, an increase from 147 approaches in December 2024. This result was prompted by sharp increases in both complaints to the Ombudsman (86, up from 50) and privacy complaints to the Commissioner (16, up from 1). Comparatively, enquiries about matters we could not assist with decreased significantly (57, down from 93).

The increase in privacy complaints was mostly associated with 2 privacy breaches by Ahpra that impacted multiple individuals. The breaches resulted in 14 privacy complaints to the Commissioner and 12 administrative complaints to the Ombudsman. The Privacy Act 1988 (Cwlth) requires privacy complaints to be made in writing, which meant that complaints not submitted to my office in writing were treated as complaints to the Ombudsman instead.

My office continued to receive more registration-related complaints in December 2025 than the same time last year (26, up from 11). Concerns associated with using Ahpra's new practitioner portal to apply for or renew registration remained a driver of this increase. However, increases in issues relating to the assessment of overseas qualified practitioners and the application of the English Language Skills Registration Standard were noted.

Notifications-related complaints also increased this month (39, up from 30). However, the complaint trends remained consistent. Complaints relating to accreditation also remained steady.

We finalised 74 complaints to the Ombudsman during December 2025, which included 1 investigation. Our investigation concluded with feedback being provided to Ahpra and the Medical Board of Australia about their processes for assessing cultural safety and the quality of reasons they provide for both proposed regulatory action and final decisions regarding notifications.

I also made a final decision regarding a Freedom of Information review application, where I decided to affirm Ahpra's decision not to release documents. This decision will soon be published on our website at www.nhpo.gov.au/foi-review-decisions.