



National Health
Practitioner
Ombudsman

Our work in April 2026

Monthly approaches overview

1 April 2026 to 30 April 2026

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.

120

approaches
received



Down from 155
in April 2025



70

Ombudsman
complaints received



Up from 66 in
April 2025



1

FOI matter
received



Down from 3 in
April 2025



0

privacy complaints
received



Down from 1 in
April 2025



49

enquiries
received



Down from 85
in April 2025



Ombudsman complaints
were made by 49
individuals (down from
59 in April 2025)



2 FOI review
determinations
(2 in April 2025)



0 notifiable data
breaches
assessed (0 in
April 2025)

Complaints to the Ombudsman

22

early resolution
transfers made



Up from 17 in
April 2025



7

preliminary
inquiries made



Up from 6 in
April 2025



7

investigations
launched



Up from 2 in
April 2025



38

Ombudsman
complaints finalised

Down from 65 in
April 2025



Stage complaint was finalised

24 assessment

7 preliminary
inquiry

7 early resolution
transfer

0 investigation

Notification-related complaints to the Ombudsman

1 April 2026 to 30 April 2026



National Health Practitioner Ombudsman

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47

notification-related complaints received

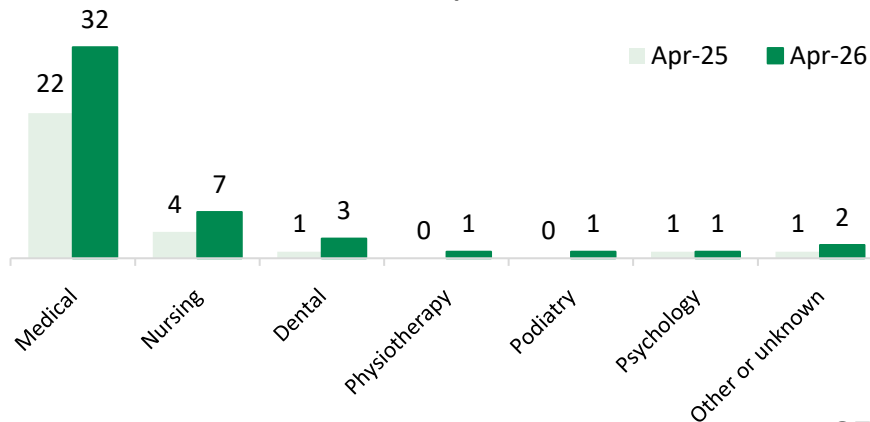


Up from 29 in April 2025

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. No further action taken at an unknown stage
3. Matter not processed as a notification
4. An active notification
5. Action taken in the form of immediate action

Stage notification-related complaints were finalised

17 assessment

1 early resolution transfer

3 preliminary inquiry

0 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
4. The complainant requested to withdraw their complaint
5. The matter complained about was still actively being considered by the organisation

Registration-related complaints to the Ombudsman

1 April 2026 to 30 April 2026



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13

registration-related
complaints received

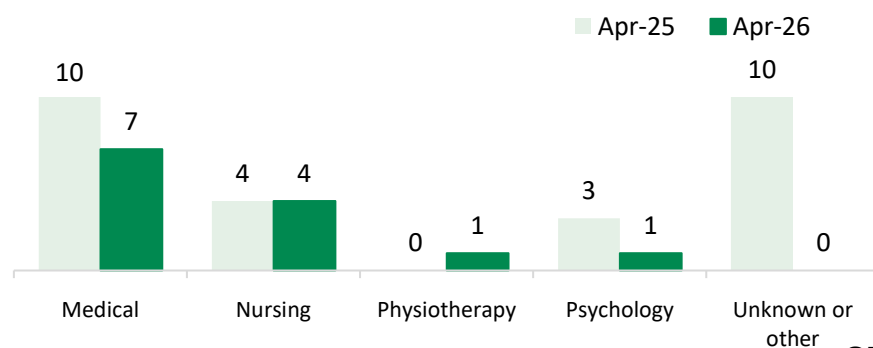


Down from 27 in April 2025

Types of registration driving registration-related complaints



Professions registration-related complaints were about



Registration processes that most frequently drove registration-related complaints

1. Application of the English Language Skills Registration Standard
2. Processing of a request for a Certificate of Registration or Certificate of Good Standing
3. Processing of a new registration application
4. Processing of a registration renewal application
5. Transitioning from one registration type to another

Stage registration-related complaints were finalised

2 assessment **5** 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 matter complained about was still actively being considered by the organisation
5. Our office provided feedback to the organisation complained about

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Accreditation-related complaints to the Ombudsman

1 April 2026 to 30 April 2026



National Health Practitioner Ombudsman

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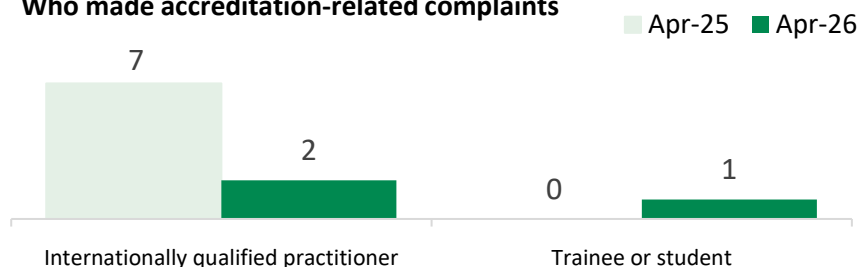
3

accreditation-related complaints received

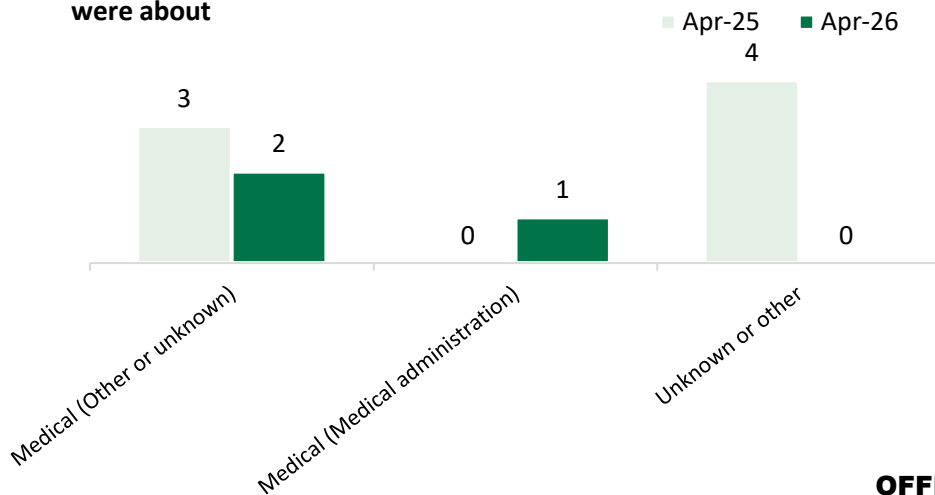


Down from 7 in April 2025

Who made accreditation-related complaints



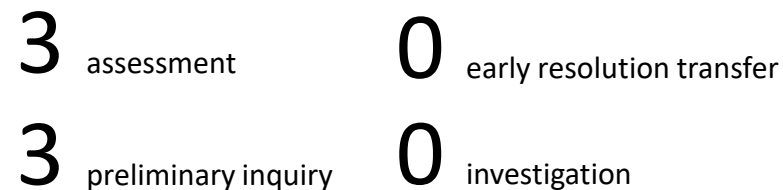
Professions and specialties that accreditation-related complaints were about



Processes that most frequently drove accreditation-related complaints

1. Fairness of an examination
2. Delivery of an examination

Stage accreditation-related complaints were finalised



Most common outcomes of accreditation-related complaints

1. An investigation was not warranted in the circumstances
2. We have previously considered the concerns raised by the complainant and a fresh assessment was not warranted
3. The matter complained about was still actively being considered by the organisation

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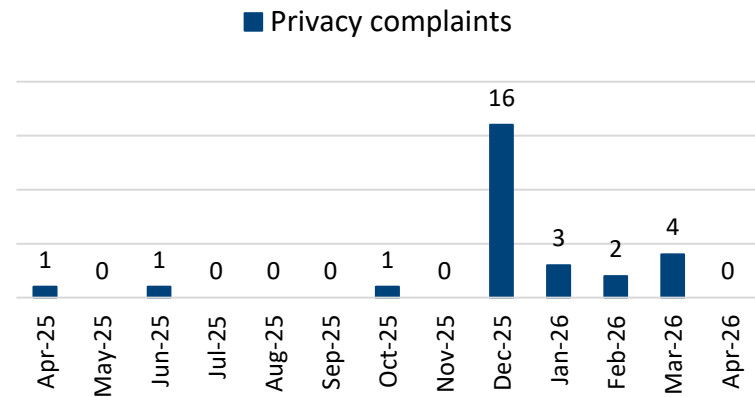
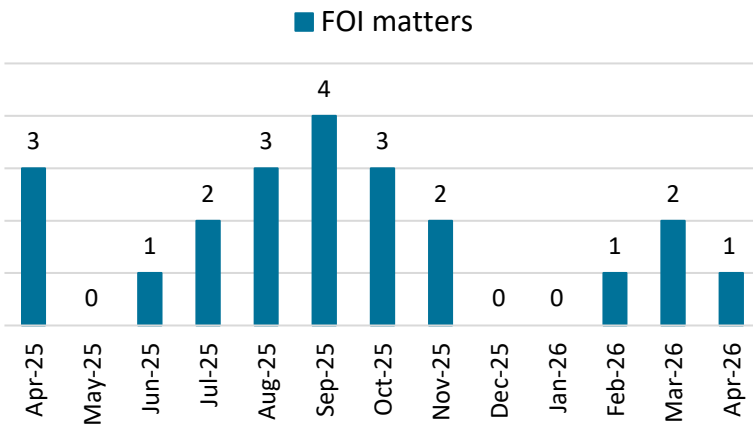
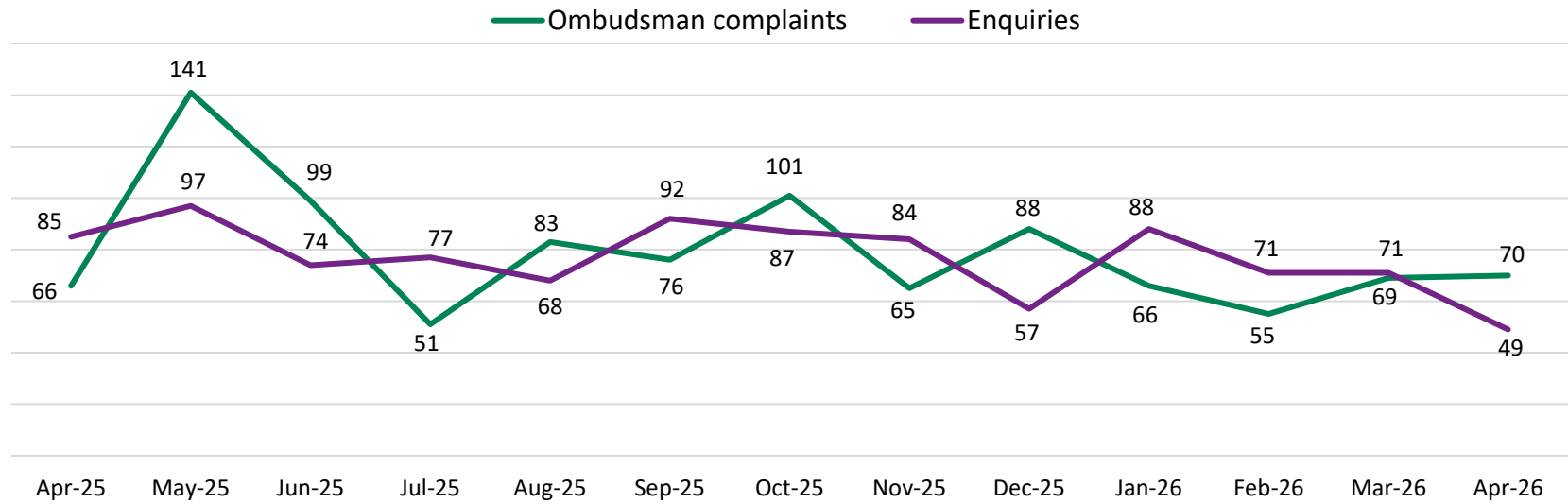
National Health
Practitioner
Ombudsman

Our financial year to date

1 July 2025 to 30 April 2026

Approach trends

1 April 2025 to 30 April 2026



Ombudsman complaints received from 1 July 2025 to 30 April 2026

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Types of complaints received

410 ↓ notification
Down from 429 in the same period last financial year

208 ↓ registration
Down from 212 in the same period last financial year

63 ↑ accreditation
Up from 60 in the same period last financial year

Who made complaints

450 health practitioners
274 non-practitioners

↓ Down from 481 in the same period last financial year

↑ Up from 259 in the same period last financial year

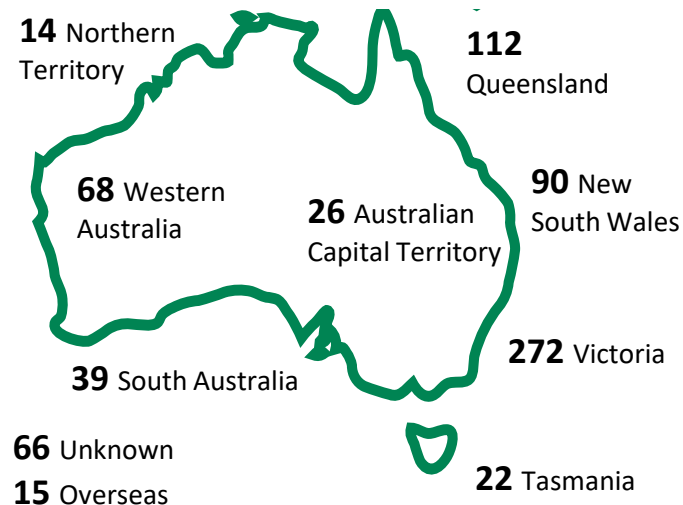
Professions most complaints were about

424 medical
↓ Down from 478 in the same period last financial year

91 nursing
↓ Down from 97 in the same period last financial year

72 psychology
↑ Up from 65 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. Notifier believes inadequate reasons were provided for a decision to take no further action at the assessment stage

Most common registration-related issues that drove complaints

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

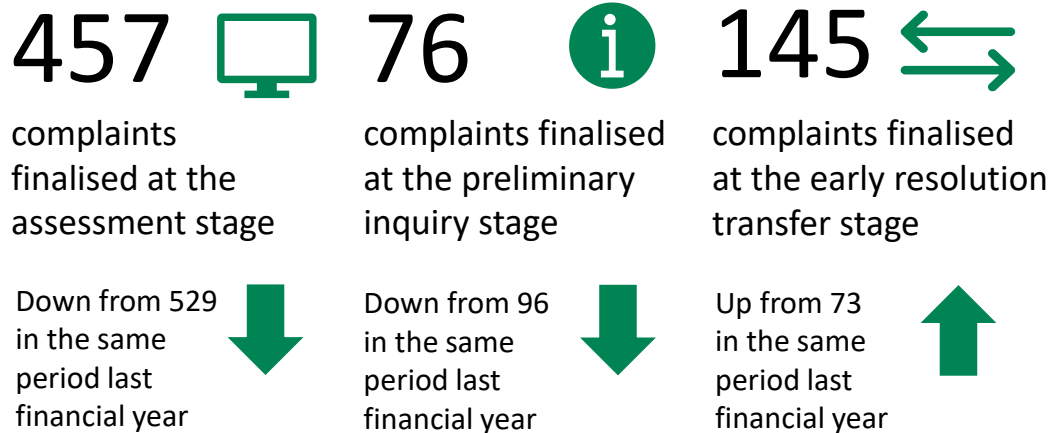
Most common accreditation-related issues that drove complaints

1. Internationally qualified practitioner believes fees charged for accreditation processes were unfair or unreasonable
2. Internationally qualified practitioner believes the outcome of a merits review process was unfair or unreasonable

Resolution of Ombudsman complaints from 1 July 2025 to 30 April 2026

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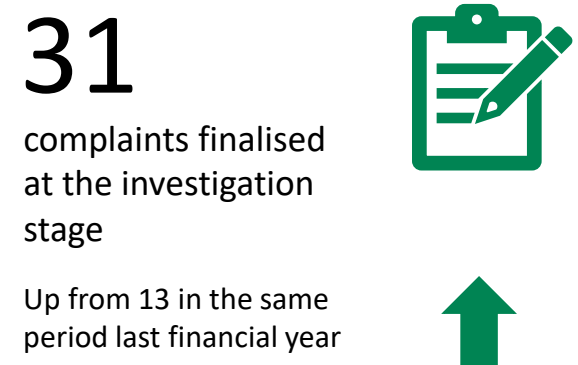
Early resolution mechanisms



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

Ombudsman and Commissioner's observations

April 2026 saw a reduction in the number of approaches received by my office compared to April 2025 (120 approaches, down from 155). This reduction was primarily associated with fewer enquiries about matters we could not assist with (49 enquiries, down from 85).

Complaints to the Ombudsman, however, increased from April 2025 (70, up from 66). This increase was due to more complaints being received about the handling of notifications. After a spike in third-party driven complaints last month, we saw a return to our usual complaint trend where most of these complaints were made by notifiers. We received twice as many complaints from notifiers than we did in April 2025.

By comparison, registration-related complaints were half as common as they were in April 2026. This represents a welcome early indication that fewer practitioners are experiencing issues with Ahpra's new practitioner portal. This time last year, we saw many nurses and midwives raising concerns when they sought to renew their registration via the portal for the first time. The reduction in complaints this month suggests that problems with the portal are now not as common. All registered nurses and midwives are required to renew their registration via the portal by the end of May 2026. My office is closely monitoring complaints about this issue as that deadline approaches.

My office commenced 8 investigations during April 2026, regarding 7 complaints to the Ombudsman and 1 privacy complaint to the Commissioner. My staff also made 22 early resolution transfers, initiated preliminary inquiries 7 times and commenced 2 new Freedom of Information (FOI) reviews.

I made 2 decisions regarding FOI applications during April 2026. In 1 instance I decided to affirm Ahpra's decision that documents requested by an applicant were exempt from release, while in the other I decided to vary Ahpra's FOI decision to allow for more information to be released to an applicant. These decisions are published on our [website](http://www.nhpo.gov.au/foi-review-decisions): <www.nhpo.gov.au/foi-review-decisions>.