



National Health  
Practitioner  
Ombudsman

# Instrument of delegation of powers in relation to the Ombudsman Act 1976 (Cth)

# Background

The office of the National Health Practitioner Ombudsman (NHPO) provides ombudsman, privacy and freedom of information oversight of entities exercising functions under the Health Practitioner Regulation National Law, as in force in all states and territories (the National Law).

The National Law confers specified jurisdiction on the role of the National Health Practitioner Ombudsman (the Ombudsman) and the National Health Practitioner Privacy Commissioner (the Commissioner) that is derived from the Ombudsman Act 1976 (Cth), Australian Information Commissioner Act 2010 (Cth), Privacy Act 1988 (Cth) and Freedom of Information Act 1982 (Cth).

These Acts are modified by the Health Practitioner Regulation National Law Regulation 2018 (the Regulation) to make them suitable for the National Registration and Accreditation Scheme for health practitioners.

## Purpose

The purpose of this Instrument is to allow the Ombudsman to efficiently discharge her powers under the Ombudsman Act, as modified by the Regulation, by delegating certain powers to her staff.

## Interpretation

### Definitions

In this Instrument:

**Act** means the Ombudsman Act 1976 of the Commonwealth as applied and modified by the Health Practitioner Regulation National Law (as in force in all states and territories) and the Health Practitioner Regulation National Law Regulation 2018.

**Ombudsman** means the National Health Practitioner Ombudsman.

**Prescribed authority** means a prescribed authority listed in s. 26 of the Health Practitioner Regulation National Law Regulation 2018.

### Interpretation

In this Instrument words in the singular include the plural and words in the plural include the singular.

### Description

The descriptions in Column 2 of the table in the Schedule to this Instrument are for ease of reference only. These descriptions are not intended to, and do not affect, the interpretation of, or limit the powers in, the provisions identified in Column 1 of the table in the Schedule to this Instrument.

# Delegation

I, Richelle McCausland, Ombudsman, acting under s. 34(1) of the Act:

- (a) revoke all previous instruments of delegation issued by the Ombudsman under the Act, and
- (b) delegate to any person from time to time holding, occupying or performing the duties of a NHPO position specified in Column 3 of the Schedule to this Instrument, the powers conferred on me by the provisions of the Act specified in the corresponding part of Column 1 of the Schedule to this Instrument.

## Principles of delegation

A delegation does not derogate from the power of the Ombudsman to act in the relevant matter, so long as the delegate has not yet exercised the power.

A delegate may only exercise a power, or make a decision, subject to the limitations of the delegated power. If the power to be exercised or the decision to be made is outside the scope of the delegated power, or the delegate is not sure whether to exercise the power or what the decision should be, the delegate must not exercise the power or make the decision. The delegate may, however, make recommendations to the Ombudsman or another delegate in relation to the matter.

Delegates are responsible for ensuring they understand the powers delegated to them and for complying with all legislative requirements, policies, procedures and instructions applicable to any exercise of those powers.

## Commencement

This Instrument commences on the day on which it is made.

Signed at Melbourne in the State of Victoria



**Richelle McCausland**

**National Health Practitioner Ombudsman**

**National Health Practitioner Privacy Commissioner**

Date: 3 September 2026

# Schedule

| Column 1:<br>Provision of Act | Column 2:<br>Description                  | Column 3:<br>Delegate/s                                                                                                                                                                                                                                           |
|-------------------------------|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| s. 6                          | Discretion not to investigate a complaint | <ul style="list-style-type: none"> <li>• Assistant Ombudsman</li> <li>• Team Leader</li> <li>• Investigator</li> <li>• Senior Quality and Systems Officer</li> <li>• Policy and Communications Manager</li> <li>• Senior Policy and Engagement Officer</li> </ul> |
| s. 7                          | Complaints                                | <ul style="list-style-type: none"> <li>• Assistant Ombudsman</li> <li>• Team Leader</li> <li>• Investigator</li> <li>• Senior Quality and Systems Officer</li> <li>• Policy and Communications Manager</li> <li>• Senior Policy and Engagement Officer</li> </ul> |
| s. 7A                         | Preliminary inquiries                     | <ul style="list-style-type: none"> <li>• Assistant Ombudsman</li> <li>• Team Leader</li> <li>• Investigator</li> <li>• Senior Quality and Systems Officer</li> <li>• Policy and Communications Manager</li> <li>• Senior Policy and Engagement Officer</li> </ul> |
| s. 8                          | Investigations                            | <ul style="list-style-type: none"> <li>• Assistant Ombudsman</li> <li>• Team Leader</li> <li>• Investigator</li> <li>• Senior Quality and Systems Officer</li> <li>• Policy and Communications Manager</li> <li>• Senior Policy and Engagement Officer</li> </ul> |
| s. 9                          | Power to obtain information and documents | <ul style="list-style-type: none"> <li>• Assistant Ombudsman</li> <li>• Team Leader</li> <li>• Investigator</li> </ul>                                                                                                                                            |

|                         |                                                     |                                                                                                                                                                                                                                                                   |
|-------------------------|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                         |                                                     | <ul style="list-style-type: none"> <li>• Senior Quality and Systems Officer</li> <li>• Policy and Communications Manager</li> <li>• Senior Policy and Engagement Officer</li> </ul>                                                                               |
| s. 12 (except s. 12(4)) | Complainant and department etc to be informed       | <ul style="list-style-type: none"> <li>• Assistant Ombudsman</li> <li>• Team Leader</li> <li>• Investigator</li> <li>• Senior Quality and Systems Officer</li> <li>• Policy and Communications Manager</li> <li>• Senior Policy and Engagement Officer</li> </ul> |
| s. 13                   | Power to examine witnesses                          | <ul style="list-style-type: none"> <li>• Assistant Ombudsman</li> <li>• Team Leader</li> <li>• Investigator</li> <li>• Senior Quality and Systems Officer</li> <li>• Policy and Communications Manager</li> <li>• Senior Policy and Engagement Officer</li> </ul> |
| s. 14                   | Power to enter premises                             | <ul style="list-style-type: none"> <li>• Assistant Ombudsman</li> <li>• Team Leader</li> <li>• Investigator</li> <li>• Senior Quality and Systems Officer</li> <li>• Policy and Communications Manager</li> <li>• Senior Policy and Engagement Officer</li> </ul> |
| s. 14A                  | Power to obtain access to documents by remote means | <ul style="list-style-type: none"> <li>• Assistant Ombudsman</li> <li>• Team Leader</li> <li>• Investigator</li> <li>• Senior Quality and Systems Officer</li> <li>• Policy and Communications Manager</li> <li>• Senior Policy and Engagement Officer</li> </ul> |
| s. 35A                  | Disclosure of information by Ombudsman              | <ul style="list-style-type: none"> <li>• Assistant Ombudsman</li> <li>• Senior Quality and Systems Officer</li> </ul>                                                                                                                                             |

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|  |  | <ul style="list-style-type: none"><li>• Policy and Communications Manager</li><li>• Senior Policy and Engagement Officer</li><li>• Senior Communications and Engagement Adviser</li></ul> |
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