National Health Practitioner Ombudsman

Our work in August 2026

Monthly approaches overview

1 August 2026 to 31 August 2026

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.

130 approaches received

Down from 154 in August 2025

74 Ombudsman complaints received

Down from 83 in August 2025

4 FOI matters received

Up from 3 in August 2025

11 privacy complaints received

Up from 0 in August 2025

41 enquiries received

Down from 68 in August 2025

Ombudsman complaints were made by 60 individuals (down from 67 in August 2025)

1 FOI review determination (0 in August 2025)

0 notifiable data breaches assessed (0 in August 2025)

Complaints to the Ombudsman

9 early resolution transfers made

Down from 22 in August 2025

20 preliminary inquiries made

Up from 6 in August 2025

4 investigations launched

Down from 10 in August 2025

74 Ombudsman complaints finalised

Up from 61 in August 2025

Stage complaint was finalised

47	assessment	10	preliminary inquiry
17	early resolution transfer	0	investigation

Notification-related complaints to the Ombudsman

1 August 2026 to 31 August 2026

National Health Practitioner Ombudsman

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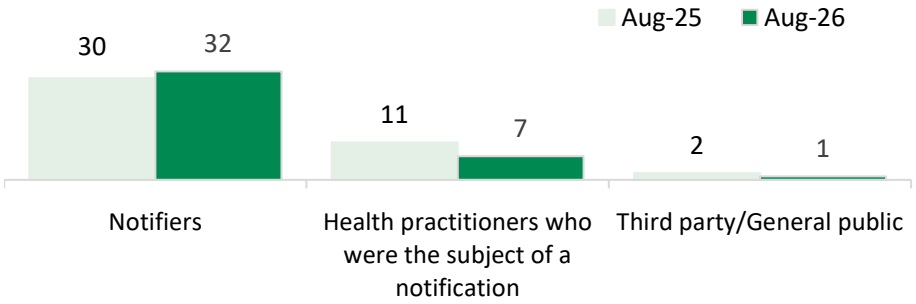
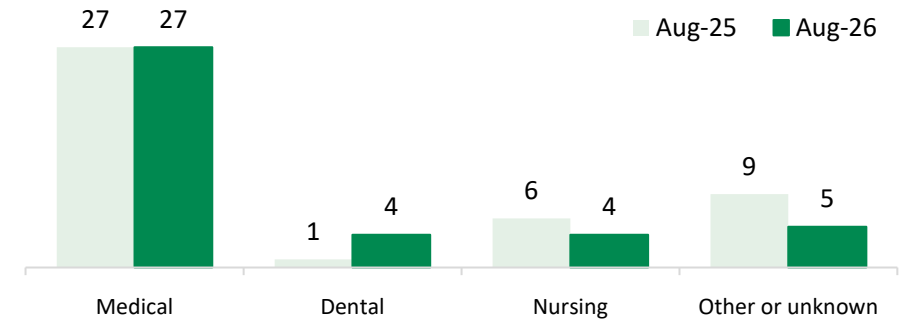
40 notification-related complaints received

Down from 43 in August 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. An active notification
3. No further action taken at an unknown stage
4. Action taken to refer a practitioner to Tribunal
5. Matter not processed as a notification

Stage notification-related complaints were finalised

18 assessment

15 early resolution transfer

9 preliminary inquiry

0 investigation

Most common outcomes of notification-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 matter complained about was still actively being considered by the organisation
4. The complainant did not provide information that our office had requested
5. The complainant has not yet raised their concerns with the organisation their complaint relates to

Registration-related complaints to the Ombudsman

1 August 2026 to 31 August 2026

National Health Practitioner Ombudsman

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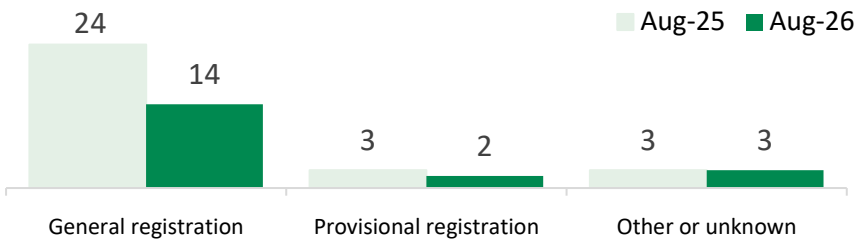
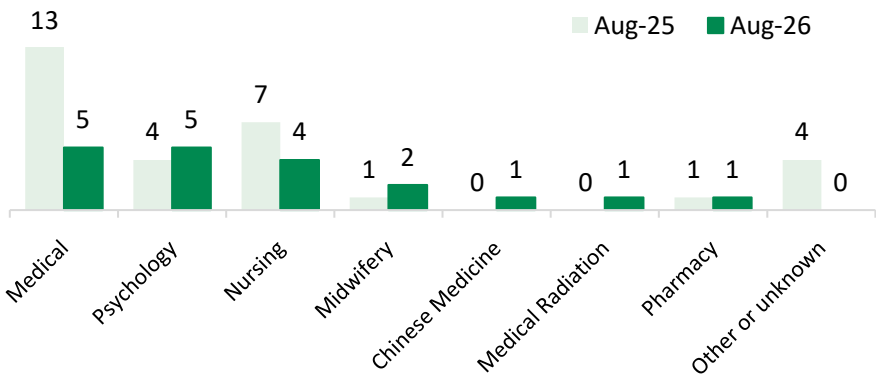
19 registration-related complaints received

Down from 30 in August 2025

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 practitioner's request to re-enter practice
2. Application of the English Language Skills Registration Standard
3. Assessment of an international qualification
4. Recording of information about a practitioner on the national register
5. Processing of a new registration application

Stage registration-related complaints were finalised

14 assessment

0 early resolution transfer

0 preliminary inquiry

0 investigation

Most common outcomes of registration-related complaints

1. The complainant has not yet raised their concerns with the organisation their complaint relates to
2. The complainant asked to withdraw their complaint
3. The concerns would be more appropriately considered by a Court or Tribunal
4. The complainant did not provide information that our office had requested
5. The matter complained about was still actively being considered by the organisation

Accreditation-related complaints to the Ombudsman

1 August 2026 to 31 August 2026

National Health Practitioner Ombudsman

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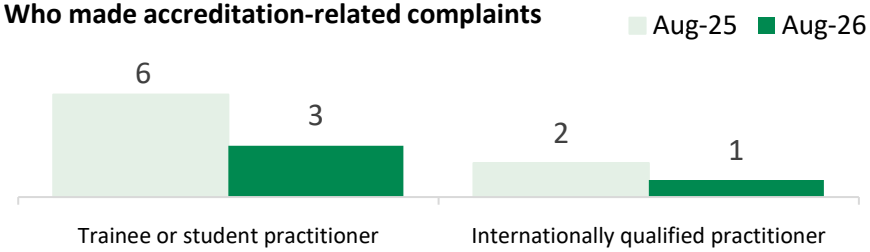
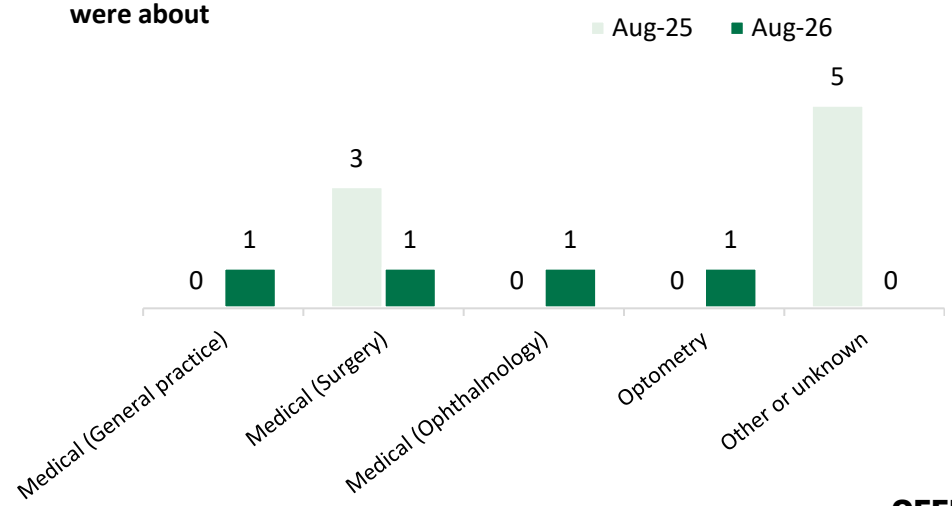
4 accreditation-related complaints received

Down from 8 in August 2025

Who made accreditation-related complaints



Professions and specialties that accreditation-related complaints were about



Processes that most frequently drove accreditation-related complaints

1. Merits review processes
2. Assessment of applications for entry to a specialist training program
3. Delivery of an examination
4. Handling of concerns about bullying or harassment at a training site
5. Assessment of an accredited program of study

Stage accreditation-related complaints were finalised

2 assessment

0 early resolution transfer

1 preliminary inquiry

0 investigation

Most common outcomes of accreditation-related complaints

1. The matter complained about was still actively being considered by the organisation
2. The organisation's response to the complaint was fair and reasonable
3. We have previously assessed the same concerns
4. The complainant became aware of the concerns more than 12 months ago
5. An investigation was not warranted in the circumstances

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National Health Practitioner Ombudsman

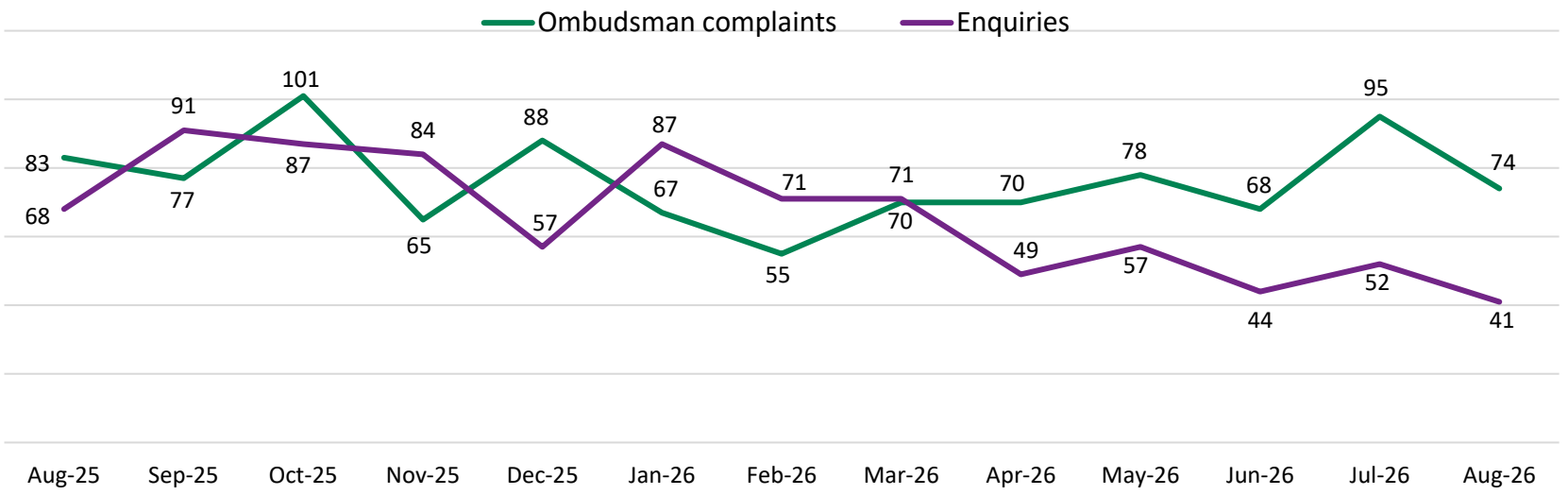
Our financial year to date

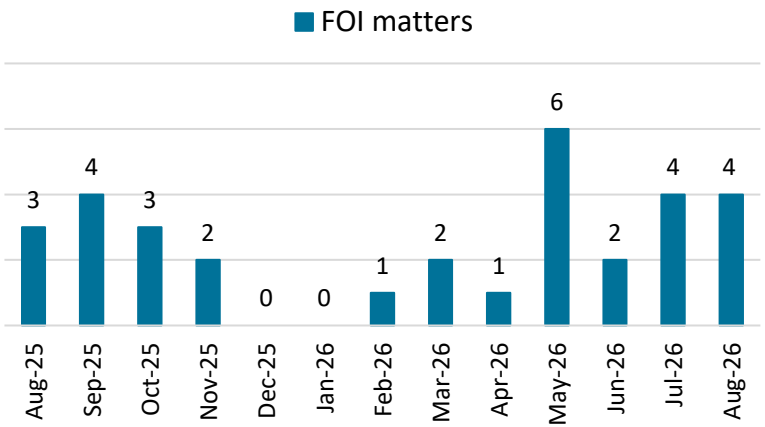
1 July 2026 to 31 August 2026

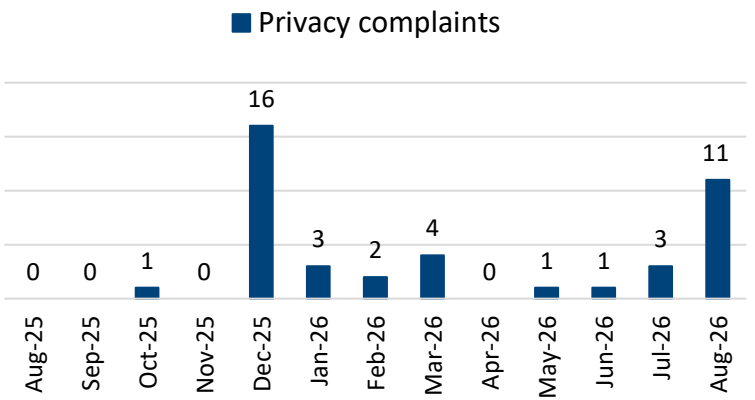
Approach trends

1 August 2025 to 31 August 2026

National Health Practitioner Ombudsman







Ombudsman complaints received from 1 July 2026 to 31 August 2026

National Health Practitioner Ombudsman

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Types of complaints received

95 notification — ↑ Up from 66 in the same period last financial year

36 registration — ↓ Down from 49 in the same period last financial year

13 accreditation — ↑ Up from 12 in the same period last financial year

Who made complaints

105 health practitioners — ↑ Up from 88 in the same period last financial year

64 non-practitioners — ↑ Up from 46 in the same period last financial year

Professions most complaints were about

86 medical — ↑ Up from 77 in the same period last financial year

21 nursing — ↓ Down from 25 in the same period last financial year

17 psychology — ↑ Up from 13 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 a decision to take no further action at the assessment stage was the result of relevant evidence not being assessed

Most common registration-related issues that drove complaints

1. Practitioner with general registration believes compliance processes were unfair
2. Practitioner believes the handling of their application for general registration was unreasonably delayed

Most common accreditation-related issues that drove complaints

1. Trainee or student believes the outcome of a merits review process is unfair or unreasonable
2. Trainee or student believes an examination process has been impacted by inadequate record keeping

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Resolution of Ombudsman complaints from 1 July 2026 to 31 August 2026

National Health Practitioner Ombudsman

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Early resolution mechanisms

92 complaints finalised at the assessment stage

Up from 87 in the same period last financial year

21 complaints finalised at the preliminary inquiry stage

Consistent with 21 in the same period last financial year

30 complaints finalised at the early resolution transfer stage

Up from 26 in the same period last financial year

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 matter complained about was still actively being considered by the organisation
4. The complainant did not provide information that our office had requested for us to further consider their concerns
5. The complainant requested to withdraw their complaint

Investigations

1 complaint finalised at the investigation stage

Down from 4 in the same period last financial year

Most common investigation outcomes

1. Our office provided the complainant with a further explanation

Ombudsman and Commissioner's observations

My office experienced a spike in privacy complaints during August 2026. We received 11 privacy complaints, up from 0 in August 2025. This is the second spike in privacy complaints to my office within the last 12 months, following a previous spike in December 2025 when we recorded 16 privacy complaints.

Most of the privacy complaints we received related to an email Ahpra had sent to 136 individuals, where the email addresses of all recipients were mistakenly left visible to other recipients. Our office is currently working closely with complainants and Ahpra to address the concerns raised.

Despite the increase in privacy complaints this month, my office saw a reduction in approaches overall (130, down from 154 in August 2025). This reduction was mostly because we received fewer enquiries about matters that we cannot assist with. When we receive an enquiry, we generally seek to provide a referral or general information about where the person can raise their concerns. We received 37 enquiries about matters outside our jurisdiction in August 2026, down from 65 this time last year.

We also received fewer complaints to the Ombudsman this month when compared with August 2025 (74 complaints, down from 83). This decrease in concerns being raised with us occurred across notification-related, registration-related and accreditation-related complaints. The most noticeable reason for this change was that we received fewer complaints about medical practitioner registration renewal than in August 2025.

I decided to affirm Ahpra's decision not to release documents to an applicant after finalising a Freedom of Information application this month. My decision is published on our website: <www.nhpo.gov.au/foi-review-decisions>.