National Health Practitioner Ombudsman

Our work in June 2026

Monthly approaches overview

1 June 2026 to 30 June 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.

115 approaches received

Down from 175 in June 2025

68 Ombudsman complaints received

Down from 99 in June 2025

2 FOI matters received

Up from 1 in June 2025

1 privacy complaint received

Consistent with 1 in June 2025

44 enquiries received

Down from 74 in June 2025

Ombudsman complaints were made by 59 individuals (down from 90 in June 2025)

1 FOI review determination (2 in June 2025)

0 notifiable data breaches assessed (0 in June 2025)

Complaints to the Ombudsman

19 early resolution transfers made

Up from 15 in June 2025

12 preliminary inquiries made

Up from 8 in June 2025

6 investigations launched

Up from 0 in June 2025

86 Ombudsman complaints finalised

Down from 170 in June 2025

Stage complaint was finalised

58	assessment	13	preliminary inquiry
14	early resolution transfer	1	investigation

Notification-related complaints to the Ombudsman

1 June 2026 to 30 June 2026

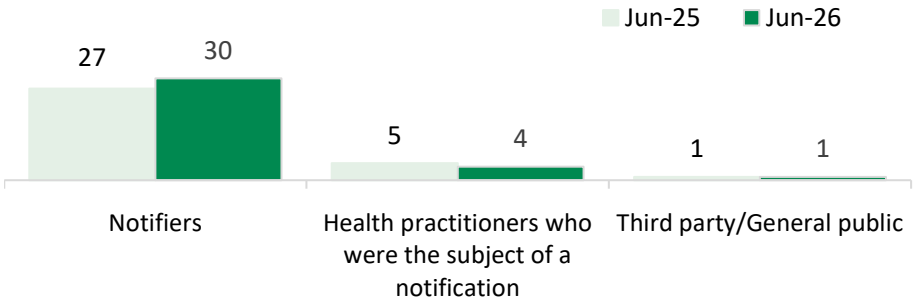
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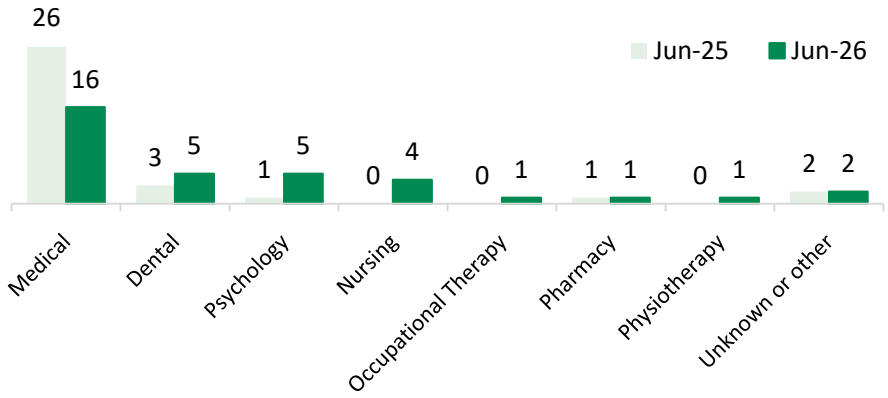
35 notification-related complaints received

Up from 33 in June 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 the investigation stage
4. Matter not processed as a notification
5. Action taken at the investigation stage

Stage notification-related complaints were finalised

37 assessment

7 early resolution transfer

8 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 matter complained about was still actively being considered by the organisation
4. Our office had previously considered and made a decision about the concerns raised
5. The complainant did not provide information that our office had requested

Registration-related complaints to the Ombudsman

1 June 2026 to 30 June 2026

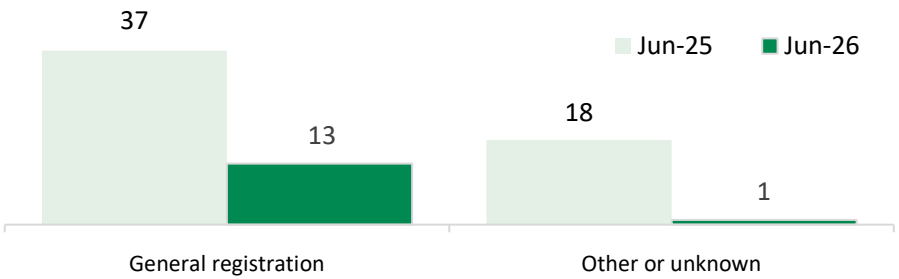
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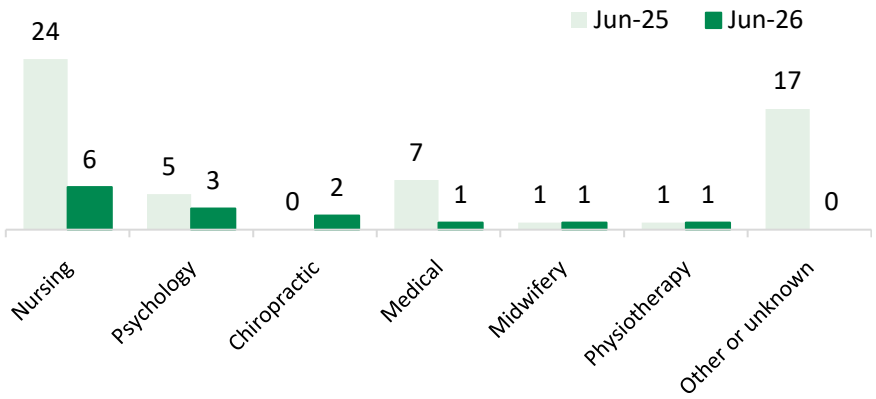
14 registration-related complaints received

Down from 55 in June 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 registration renewal application
2. Application of the English Language Skills Registration Standard
3. Processing of a new registration application
4. Facilitating a registered practitioner's supervised practice
5. Processes relating to a practitioner's re-entry to practise

Stage registration-related complaints were finalised

14 assessment

6 early resolution transfer

3 preliminary inquiry

0 investigation

Most common outcomes of registration-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 raised their concerns anonymously and could not be contacted
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 June 2026 to 30 June 2026

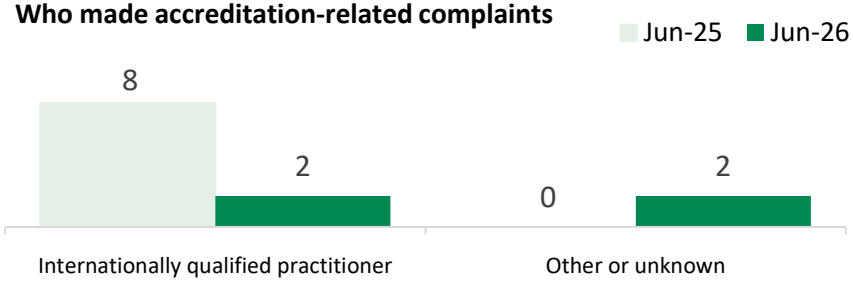
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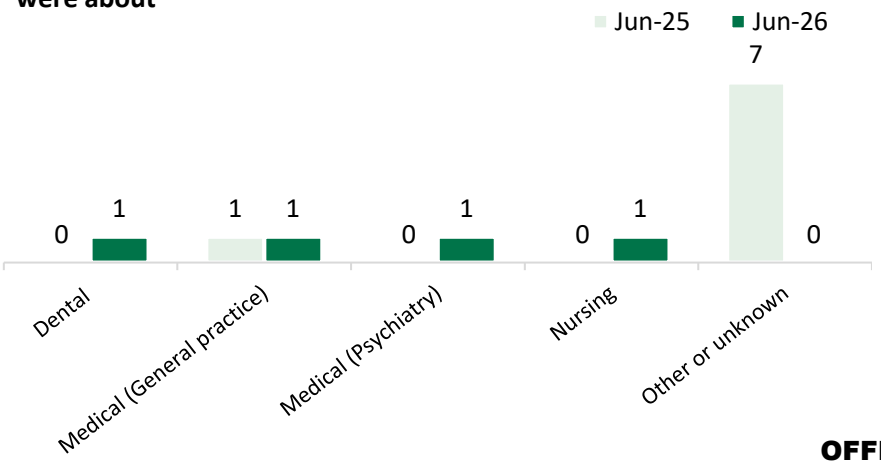
4 accreditation-related complaints received

Down from 8 in June 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. Merits review processes
3. Assessment of an international qualification
4. Removal of a practitioner from a college training program
5. Delivery of an examination

Stage accreditation-related complaints were finalised

2 assessment

1 early resolution transfer

2 preliminary inquiry

0 investigation

Most common outcomes of accreditation-related complaints

1. An investigation was not warranted in the circumstances
2. The complainant did not provide information that our office had requested
3. Our office provided feedback to the organisation complained about
4. The organisation's response to the complaint was fair and reasonable
5. Our office is addressing the concern as a systemic issue

National Health Practitioner Ombudsman

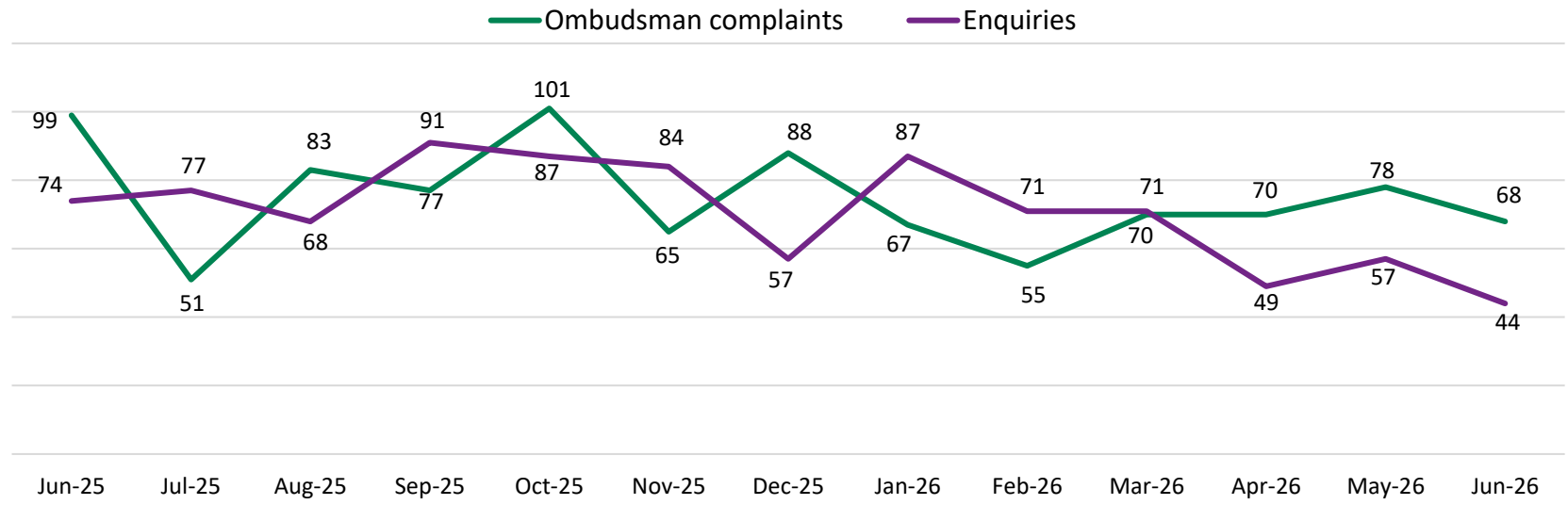
Our financial year to date

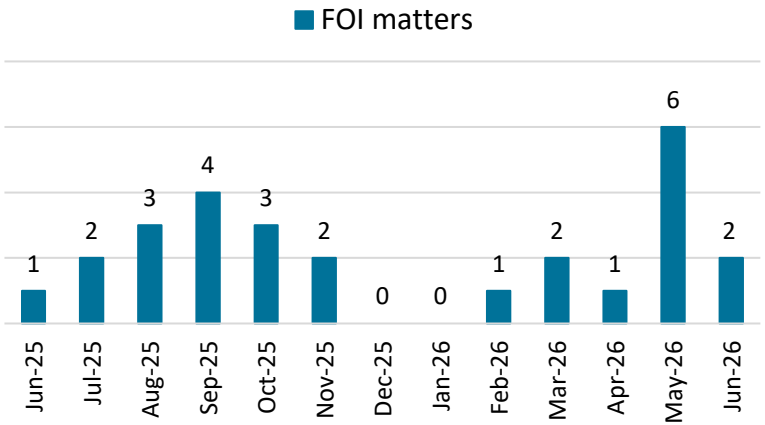
1 July 2025 to 30 June 2026

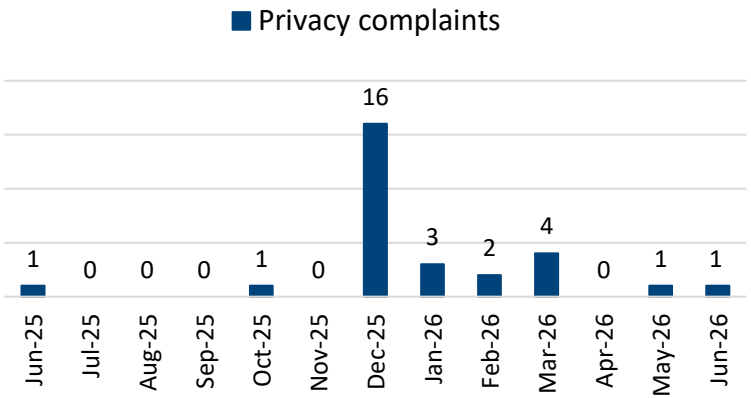
Approach trends

1 June 2025 to 30 June 2026

National Health Practitioner Ombudsman







Ombudsman complaints received from 1 July 2025 to 30 June 2026

National Health Practitioner Ombudsman

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Types of complaints received

492 notification — ↓ Down from 508 in the same period last financial year

248 registration — ↓ Down from 355 in the same period last financial year

70 accreditation — ↓ Down from 73 in the same period last financial year

Who made complaints

539 health practitioners — ↓ Down from 662 in the same period last financial year

334 non-practitioners — ↑ Up from 318 in the same period last financial year

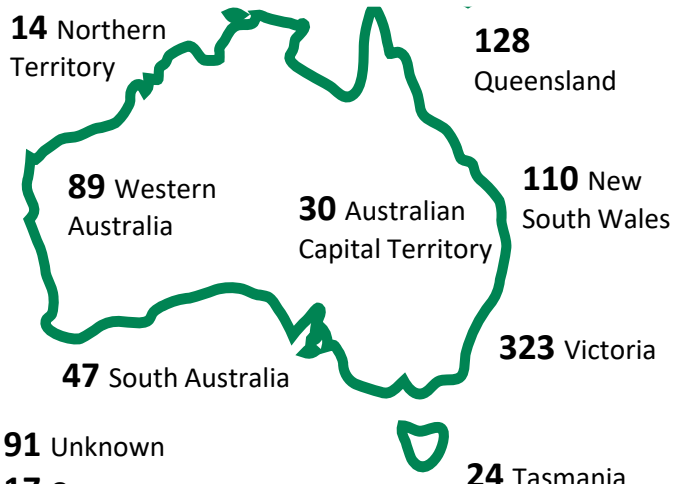
Professions most complaints were about

485 medical — ↓ Down from 566 in the same period last financial year

123 nursing — ↓ Down from 193 in the same period last financial year

94 psychology — ↑ Up from 78 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 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 the outcome of a merits review process was unfair or unreasonable
2. Internationally qualified practitioner believes fees charged for accreditation processes were unfair or unreasonable

OFFICIAL

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

National Health Practitioner Ombudsman

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Early resolution mechanisms

550 complaints finalised at the assessment stage

Down from 705 in the same period last financial year

105 complaints finalised at the preliminary inquiry stage

Down from 119 in the same period last financial year

175 complaints finalised at the early resolution transfer stage

Up from 130 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 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

32 complaints finalised at the investigation stage

Up from 27 in the same period last financial year

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 received 115 approaches during June 2026 compared with 175 approaches in June 2025. Consistent with last month, this reduction in approaches is due to fewer enquiries about matters we cannot assist with (44, down from 74) and fewer complaints to the Ombudsman (68, down from 99).

The reduction in Ombudsman complaints continues to be associated with fewer practitioners encountering problems with Ahpra's practitioner portal when they renew registration. In June 2026, we only received 14 registration-related complaints, down from 55 registration related complaints in June 2026. Without this influx of registration-related complaints, notification-related concerns once more became the main driver of complaints in June 2026. We received 35 notification-related complaints in June 2026, up from 33 in June 2025.

This month my office received several complaints about Ahpra's adoption of the International Holocaust Remembrance Alliance's (IHRA's) definition of antisemitism as a reference tool for regulating registered health practitioners (11 complaints). This type of complaint was more common than accreditation-related complaints this month, which were less common than in June 2025 (4, down from 8).

My office finalised 86 complaints to the Ombudsman during June 2026, including 1 formal investigation. Across the complaints we finalised, we provided feedback about opportunities for improvement 3 times. Our feedback concerned:

- Ahpra's handling of concerns about practitioner advertising and criminal offences, including its communication with individuals who raise those concerns, the quality of information published to its website, and the creation and retention of records
- the visibility of recently retired assessment criteria for assessing internationally qualified practitioners on Ahpra's website
- the need for a specialist medical college to update a policy to include more information about the fees applicable to merits review processes and the composition of the panels that consider reconsideration and appeals applications.

I also decided to affirm Ahpra's freedom of information (FOI) decision following a review application this month. The decision can be found on our website: www.nhpo.gov.au/foi-review-decisions.