National Health Practitioner Ombudsman

# Our work in September 2026

# Monthly approaches overview

## 1 September 2026 to 30 September 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.

**150** approaches received

Down from 172 in September 2025

**88** Ombudsman complaints received

Up from 77 in September 2025

**6** FOI matters received

Up from 4 in September 2025

**1** privacy complaint received

Up from 0 in September 2025

**55** enquiries received

Down from 91 in September 2025

Ombudsman complaints were made by 79 individuals (up from 60 in September 2025)

**1** FOI review determination (2 in September 2025)

**0** notifiable data breaches assessed (0 in September 2025)

## Complaints to the Ombudsman

**22** early resolution transfers made

Consistent with 22 in September 2025

**13** preliminary inquiries made

Up from 6 in September 2025

**8** investigations launched

Up from 1 in September 2025

**62** Ombudsman complaints finalised

Down from 85 in September 2025

**Stage complaint was finalised**

| | | | |
|---|---|---|---|
| 41 | assessment | 7 | preliminary inquiry |
| 9 | early resolution transfer | 5 | investigation |

# Notification-related complaints to the Ombudsman

## 1 September 2026 to 30 September 2026

National Health Practitioner Ombudsman

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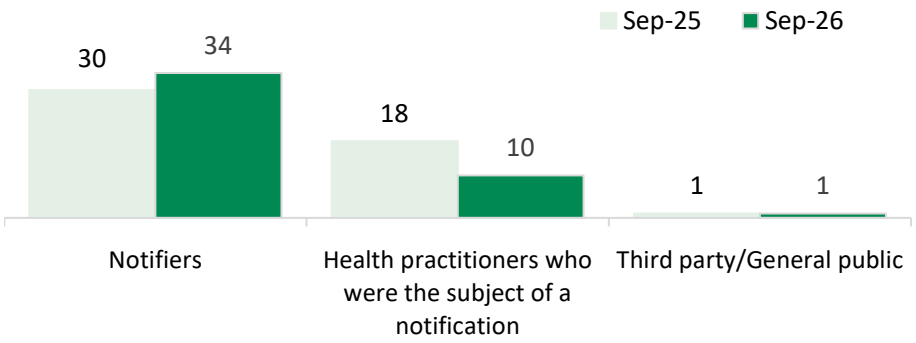
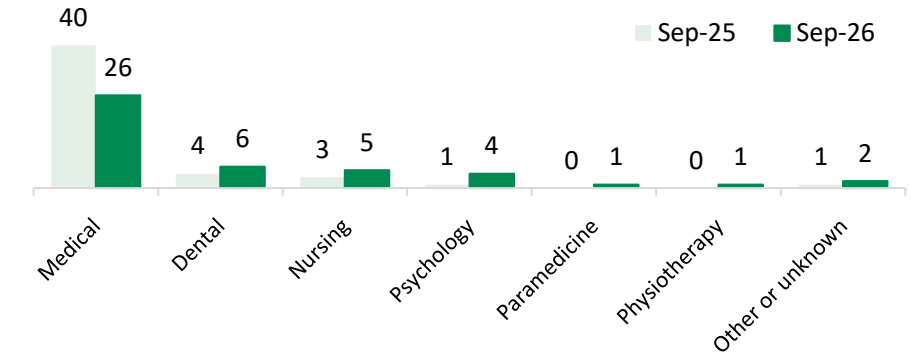
**45** notification-related complaints received

Down from 49 in September 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. Decision and the stage at which it was made are unknown
4. Action taken to refer a practitioner to a Tribunal
5. Immediate action taken

### Stage notification-related complaints were finalised

**15** assessment

**5** 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 complaint concerned the merits of the organisation's decision and we do not have the power to review the merits of a decision
4. The matter complained about was still actively being considered by the organisation
5. The complainant had not yet raised their concerns with the organisation their complaint was about

# Registration-related complaints to the Ombudsman

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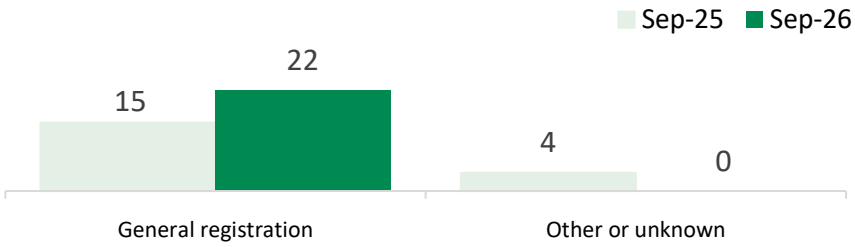
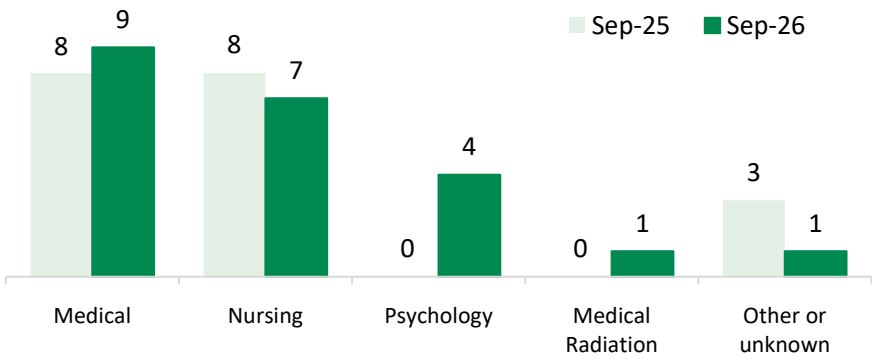
**22** registration-related complaints received

Up from 19 in September 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 registration renewal application
3. Assessment of an international qualification
4. Fees associated with registration
5. Processing of a new registration application

### Stage registration-related complaints were finalised

**13** assessment

**3** early resolution transfer

**2** preliminary inquiry

**4** investigation

### Most common outcomes of registration-related complaints

1. The complainant did not provide information that our office had requested
2. An investigation was not warranted in the circumstances
3. Following an investigation, our office provided the complainant with a further explanation
4. The organisation's response to the complaint was fair and reasonable
5. Following an investigation, the organisation took appropriate steps to address a systemic problem

# Accreditation-related complaints to the Ombudsman

## 1 September 2026 to 30 September 2026

National Health Practitioner Ombudsman

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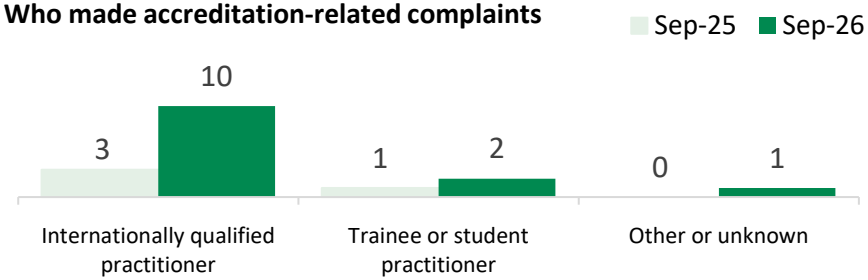
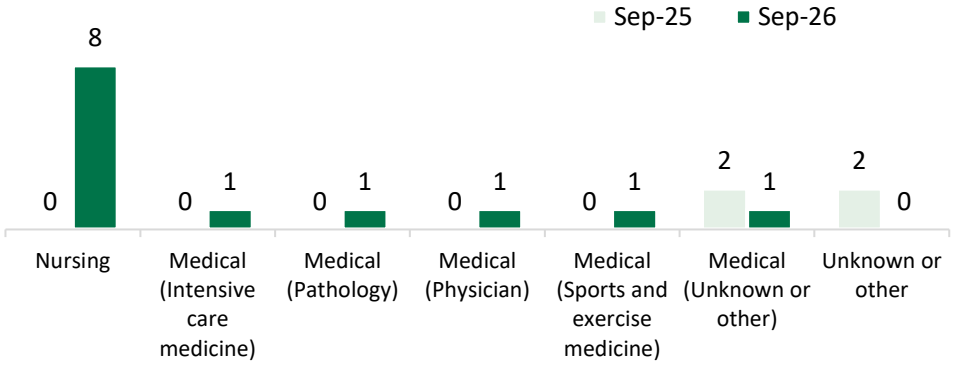
**13** accreditation-related complaints received

Up from 4 in September 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. Access to examination results
4. Fees for accreditation processes
5. Delivery of an examination

### Stage accreditation-related complaints were finalised

**4** assessment

**0** early resolution transfer

**0** preliminary inquiry

**1** investigation

### Most common outcomes of accreditation-related complaints

1. The complainant raised their concerns anonymously and could not be contacted
2. The complainant did not provide information that our office had requested
3. The matter complained about was still actively being considered by the organisation
4. Following an investigation, the organisation took appropriate steps to address a systemic problem
5. Our office provided feedback to the organisation complained about

National Health Practitioner Ombudsman

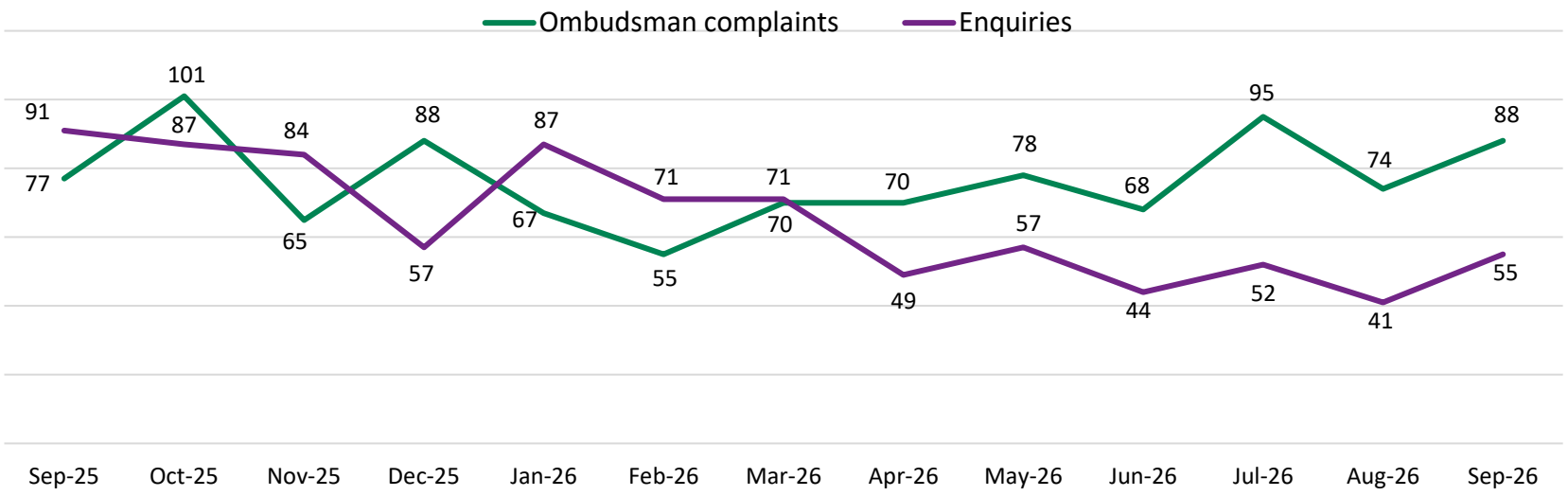
# Our financial year to date

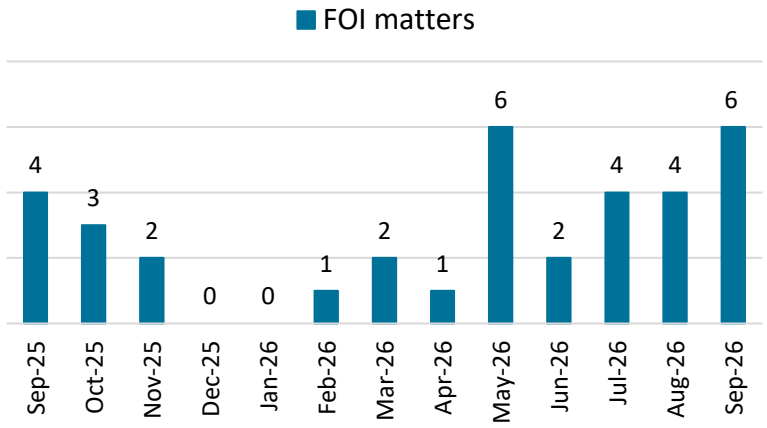
1 July 2026 to 30 September 2026

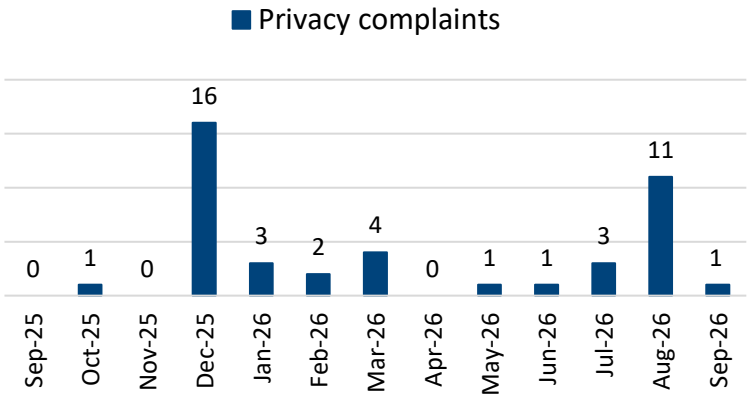
# Approach trends

1 September 2025 to 30 September 2026

National Health Practitioner Ombudsman



# Ombudsman complaints received from 1 July 2026 to 30 September 2026

National Health Practitioner Ombudsman

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## Types of complaints received

**140** notification — ↑ Up from 115 in the same period last financial year

**58** registration — ↓ Down from 68 in the same period last financial year

**26** accreditation — ↑ Up from 16 in the same period last financial year

## Who made complaints

**162** health practitioners — ↑ Up from 138 in the same period last financial year

**95** non-practitioners — ↑ Up from 73 in the same period last financial year

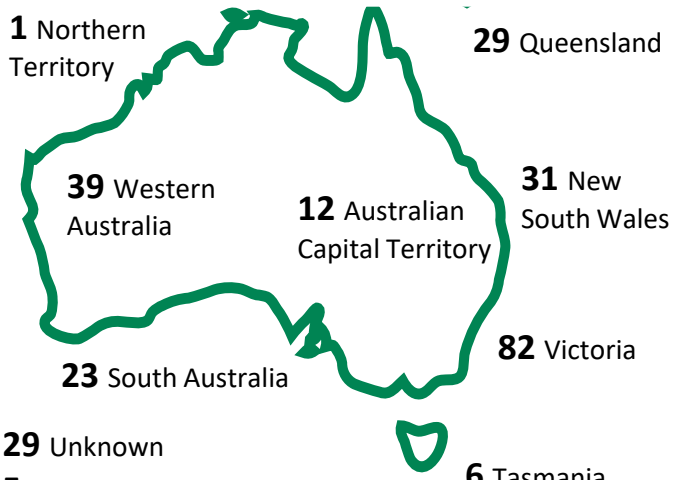
## Professions most complaints were about

**130** medical — ↓ Down from 129 in the same period last financial year

**41** nursing — ↑ Up from 36 in the same period last financial year

**25** psychology — ↑ Up from 14 in the same period last financial year

## Location complaints were made from




**29** Unknown

**5** Overseas

## 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 is the result of relevant evidence not being assessed

## Most common registration-related issues that drove complaints

1. Practitioner with general registration believes fees charged for registration are unfair or unreasonable
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 merits review process is unfair
2. Internationally qualified practitioner believes the fairness of an examination has been impacted by a lack of transparency

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# Resolution of Ombudsman complaints from 1 July 2026 to 30 September 2026

National Health Practitioner Ombudsman

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## Early resolution mechanisms

**133** complaints finalised at the assessment stage

Up from 131 in the same period last financial year

**28** complaints finalised at the preliminary inquiry stage

Down from 32 in the same period last financial year

**39** complaints finalised at the early resolution transfer stage

Down from 47 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 withdrew their complaint

## Investigations

**6** complaints finalised at the investigation stage

Down from 13 in the same period last financial year

**Most common investigation outcomes**

1. Our office provided the complainant with a further explanation
2. The organisation took appropriate steps to address a systemic problem
3. Our office provided feedback to the organisation complained about
4. The organisation provided an apology or acknowledgement
5. Our office facilitated further contact between the organisation and the complainant

# Ombudsman and Commissioner's observations

This month complaints to the Ombudsman were more common than in September last year (88, up from 77). Registration-related complaints increased (22, up from 19), as did accreditation-related complaints (13, up from 4).

The spike in accreditation-related complaints was mostly associated with a clinical examination to test the skills and knowledge of overseas-qualified practitioners in mid-2026. My staff are currently assessing these complaints to decide whether an investigation of the concerns raised by the complainants is required.

We did, however, receive fewer notification-related complaints (45, down from 49). This was a result of fewer complaints from the health practitioners about whom notifications have been made.

Consistent with recent trends, my office also received fewer approaches during September 2026 than in September 2026 (150, down from 172). The reduction in approaches is mostly due to a reduced number of enquiries about matters we cannot assist with. We received 51 out of jurisdiction enquiries in September 2026, down from 86 in September 2025.

During September 2026 we finalised 5 investigations, including 2 investigations which resulted in feedback to the organisation we had investigated. Our feedback included suggestions that:

- Ahpra could improve the advice it provides to treating practitioners whose input is required to satisfy restrictions imposed on another practitioner's registration
- Ahpra should ensure staff are automatically notified when immediate action restrictions are due for review
- a specialist medical college should consider reviewing and updating its policies related to its assessment of applications for special consideration.

I also made a decision regarding a Freedom of Information application this month. I decided to set aside and replace Ahpra's original decision. This decision is published on our website: <www.nhpo.gov.au/foi-review-decisions>.