
OFFICIAL - Sensitive: NHPO assessment of your complaint - NHPO/12992025

NHPO (NHPO) <complaints@nhpo.gov.au>
To: "elizmhart@gmail.com" <elizmhart@gmail.com>

Fri, Aug 8, 2025 at 3:21 PM

Dear Ms Hart

Assessment of your complaint: my decision not to investigate

I am writing to you about the complaint you made to the National Health Practitioner Ombudsman (NHPO) about the Australian Health Practitioner Regulation Agency (Ahpra).

Your complaint

You have raised concerns about Ahpra's position on the COVID-19 vaccine, in collaborating with COVID-19 vaccination mandates, and violating informed consent. You state that this manipulated and forced people into submission to take the COVID-19 vaccination.

My assessment

I have carefully assessed your concerns, and I have decided not to investigate. This is because I am satisfied that Ahpra's letter to you dated 20 September 2021, adequately addressed your concerns about the Covid vaccine program and informed consent.

In its letter, Ahpra advised that when providing care or sharing information online, registered health practitioners have a professional obligation to only share information that is evidence based, in line with the best available health advice, and is consistent with public health campaigns. Ahpra confirmed that these expectations were not new and predated the Covid-19 pandemic.

In relation to your concern about informed consent, Ahpra confirmed to you that practitioners have an obligation to obtain informed consent for treatment, including vaccination. Ahpra also confirmed that practitioner's obligations to provide accurate information and advice about Covid-19 vaccinations needs to be based on up to date and reputable sources of information. It noted that this obligation also applies when obtaining informed consent for Covid-19 vaccinations.

I also note that Ahpra or the National Board did not manage the Covid-19 vaccination program, nor did it have any role in relation to decisions about vaccine mandates. Any decision taken by Commonwealth, State and Territory governments was a decision for them, and in my view, did not impact informed consent obligation imposed on practitioners.

If you have any information where a patient was not provided informed consent in accordance with obligations as outlined to you by Ahpra, then you are welcome to raise these concerns directly to Ahpra.

Further information

Ahpra's website provides answers to frequently asked questions on information about vaccination and immunisation for registered health practitioners: <https://www.ahpra.gov.au/Resources/COVID-19/Vaccination-immunisation-information.aspx>.

What I will do now

I will now close your complaint file.

Although I have decided to not take your complaint further at this time, we will keep a record of what you have told us. This information will assist us to monitor complaint trends and will inform our broader work to improve the regulation of registered health practitioners in Australia.

Thank you for taking the time to bring this matter to our attention.

You are welcome to contact me by email at complaints@nhpo.gov.au or by phone on 1300 795 265 if you have any questions.

Kind regards

Preya McKenzie
Team Leader, Complex investigations

National Health Practitioner Ombudsman
1300 795 265 | complaints@nupo.gov.au
www.nupo.gov.au

I acknowledge the Wurundjeri Woi Wurrung people as the custodians of Country on which our office is located and acknowledge the First Nations custodians of Country across Australia where our services extend. I pay my respect to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

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