

Date: 15 May 2025

**Mr Justin Untersteiner**  
Chief Executive Officer  
Australian Health Practitioner Regulation Agency (AHPRA)  
GPO Box 9958  
Melbourne VIC 3001

Via email: [justin.untersteiner@ahpra.gov.au](mailto:justin.untersteiner@ahpra.gov.au)

**RE: Urgent System Failures in AHPRA's New Registration Portal – Impact on Nurses and Midwives Nationwide**

Dear Mr Untersteiner,

Congratulations on your recent appointment as CEO of AHPRA. We trust that under your leadership, the agency will work more collaboratively with frontline health professionals to strengthen, not hinder, the delivery of care in Australia.

I write on behalf of our membership nationally to urgently raise with you a crisis currently unfolding under AHPRA's watch: the rollout of your new online registration portal system has resulted in widespread dysfunction, confusion, and distress among nurses and midwives attempting to complete their annual registration.

Since its launch, our Association has received extensive reports from members detailing the following issues and serious concerns:

- Broken authentication features, particularly multi-factor login failures
- Excessive phone support wait times — often hours long, with no call-backs
- Incompatibility with mobile devices, disadvantaging rural and remote practitioners who lack desktop access
- Registrants at risk of lapse despite attempting renewal well before the deadline
- Threats of late fees, deregistration, or inability to work through no fault of their own

The result is that thousands of nurses and midwives are at risk of involuntary deregistration — not for any lapse in professional conduct, but due to a failed digital system imposed upon them by their regulator. Many are being forced to weigh whether to abandon the process entirely. The sense of abandonment and bureaucratic indifference is palpable among members, especially in under-served regions.

## Why Was a Broken System Rolled Out at Scale?

It is unfathomable that AHPRA would deploy an untested and unstable system across 504,000+ registrants during peak renewal season, without adequate support structures or alternative access pathways in place.

This echoes past failures in government digital rollouts — from eHealth to payroll debacles — where the burden of failure is shifted onto the very professionals the system is meant to serve. At a time of national health workforce crisis, we simply cannot afford to have even 5% of nurses or midwives sidelined due to administrative error or inaccessible technology.

## NPAA Urgently Requests:

1. Immediate assurance that *no nurse or midwife will be fined, suspended, prosecuted or penalised* for practising while potentially unregistered as a direct result of this failed rollout;
2. Clear communication to all registrants about contingency plans and extended deadlines, especially for those in remote areas or experiencing access issues;
3. Immediate waiving of any late fees or penalties applied due to failed or delayed re-registration linked to system errors, support failures, or access barriers.

## Nurses Should Not Be Punished for System Failures

AHPRA's role is to support safe, effective, and sustainable practice — not to create artificial barriers that prevent capable clinicians from doing their jobs. This situation is rapidly undermining trust in the regulator and, if unresolved, may result in severe impacts on hospital staffing and patient safety.

We request a formal written response within five business days, and we are prepared to escalate these concerns to Ministers, media, and public forums if urgent remedial action is not forthcoming.

Yours sincerely,

*Kara Thomas*

Kara Thomas  
President  
Nurses' Professional Association of Australia (NPAA)