

19 Office of the Ombudsman – Te Mato Akamoeau

19.1 Background

The Ombudsman is an independent and impartial Officer of and responsible to the Parliament of the Cook Islands. It is mandated to investigate complaints of general maladministration against government ministries under the Ombudsman Act 1984. It is further tasked to investigate complaints under the Disability Act 2008, Official Information Act 2008 and the Police Act 2012.

Vision

- To promote fairness for all.

Significant Achievements and Milestones

1. The former Ombudsman Bill 2019 now the Ombudsman Bill 2020 is in the process of being tabled to Parliament at its sitting in June 2020.
2. The Office has re-connected its working relationship with the New Zealand Ombudsman's Office which had been assisting the Office on capacity building, providing legal and policy advice and other support areas.
3. The Office has also connected with the New Zealand Independent Police Complaint Authority who will assist the Office in setting up its complaint process and assist with training Police.
4. The Ombudsman's first Annual Report for over 10 years was tabled in Parliament in December 2019.

19.2 Outputs and Key Deliverables

OUTPUT	01	Output Title:	INVESTIGATION & REVIEWS
Strategic Goal 1: Investigations <ul style="list-style-type: none"> Quality Investigations Quality Customer Service Quality Systemic Reviews 			

NSDP Goal	NSDP Indicator ID# (If Relevant)	Agency Strategic Plan Goal or Key Policy Outcomes (High-level Summary)	High-level Work Programme Deliverables and expected date of achievement	Budget 2021-22	Budget 2022-23	Budget 2023-24	Budget 2024-25
16. Governance	16.5	Strategic Goal 1: To conduct responsive, independent and impartial investigations of complaints.	Complaint response times	1. 85% of complaints or enquiries acknowledged in 2 business days 2. 85% complaints/ enquiries responded to in 10 business days	1. 95% of complaints or enquiries acknowledged in 2 business days 2. 95% complaints/ enquiries responded to in 10 business days	1. at least 95% of complaints or enquiries acknowledged in 2 business days 2. at least 95% complaints/ enquiries responded to in 10 business days	1. at least 95% of complaints or enquiries acknowledged in 2 business days 2. at least 95% complaints/enquiries responded to in 10 business days
16. Governance	16.5	Strategic Goal 1: To conduct responsive, independent and impartial investigations of complaints.	Records Management	Implement Phase 1 and create report	Implement Phase 2 and create report	Implement Phase 3 and create report	Implement Phase 3 and create report
16. Governance	16.5	Strategic Goal 1: To conduct responsive, independent and impartial investigations of complaints.	Service Level Improvements	Feedback from complainants shows improvement of 10% in level of service provided from previous year	Feedback from complainants shows improvement of 20% in level of service provided from previous year	Feedback from complainants shows improvement of 30% in level of service provided from previous year	Feedback from complainants shows improvement of 30% in level of service provided from previous year
16. Governance	16.5	Strategic Goal 1: To conduct responsive, independent and impartial investigations of complaints.	Quality Assurance and Compliance (QAC)	1. Quality Assurance and Compliance framework reviewed. 2. Based on QAC framework all complaints to have a Quality Score of 85%.	1. Quality Assurance and Compliance framework reviewed. 2. Based on QAC framework all complaints to have a Quality Score of 95%.	1. Quality Assurance and Compliance framework reviewed. 2. Based on QAC framework all complaints to have a	1. Quality Assurance and Compliance framework reviewed 2. Based on QAC framework all complaints to have a

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						Quality Score of at least 95%.	Quality Score of at least 95%.
16. Governance	16.5	Strategic Goal 1: To conduct responsive, independent and impartial investigations of complaints.	Records Management	Implement Phase 1 and create report	Implement Phase 2 and create report	Implement Phase 3 and create report	Implement Phase 3 and create report
16. Governance	16.5	Strategic Goal 1: To conduct responsive, independent and impartial investigations of complaints.	Service Level Improvements	Feedback from complainants shows improvement of 10% in level of service provided from previous year	Feedback from complainants shows improvement of 20% in level of service provided from previous year	Feedback from complainants shows improvement of 30% in level of service provided from previous year	Feedback from complainants shows improvement of 30% in level of service provided from previous year

OUTPUT 1: Investigations and Review Funding Appropriation	Budget 2021-22	Budget 2022-23	Budget 2023-24	Budget 2024-25
Personnel	131,329	131,329	131,329	131,329
Operating	36,791	36,791	36,791	36,791
Administered Funding	0	0	0	0
Depreciation	2,000	2,000	2,000	2,000
Gross Operating Appropriation	170,120	170,120	170,120	170,120
Trading Revenue	0	0	0	0
Net Operating Appropriation	170,120	170,120	170,120	170,120

OUTPUT	02	Output Title:	PUBLIC AWARENESS & TRAINING
Strategic Goal 2.1 - Public Awareness <ul style="list-style-type: none"> Media communication Pa Enua Workshops Public Workshops and Clinics Public survey results Identify resource needs and potential sources to develop a more robust Ombudsman outreach programme Strategic Goal 2.2 - Training <ul style="list-style-type: none"> Presentations or workshops to Agencies, Ministers and HoMs Government Agency Compliance Model introduced 			

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16. Governance	16.5	Strategic Goal 2.1: To create public awareness of the Ombudsman's role	Media Communication Initiatives	At least three media communication initiatives undertaken.	At least four media communication initiatives undertaken.	At least five media communication initiatives undertaken.	At least five media communication initiatives undertaken.
16. Governance	16.5	Strategic Goal 2.1: To create public awareness of the Ombudsman's role	Public Awareness Workshops	Conduct at least one Public Awareness workshop on Rarotonga.	Conduct at least one Public Awareness workshop on Rarotonga.	Conduct at least one Public Awareness workshop on Rarotonga.	Conduct at least one Public Awareness workshop on Rarotonga.
16. Governance	16.5	Strategic Goal 2.1: To create public awareness of the Ombudsman's role	Pa Enua Workshops/Clinics	Conduct at least one Public Awareness workshop/clinic in the Pa Enua (North or South)	Conduct at least one workshop or clinic for Pa Enua Executive Officers, Mayor or Island Council Members.	Conduct at least one Public Awareness workshop or clinic in the Pa Enua (North or South).	Conduct at least one Public Awareness workshop or clinic in the Pa Enua (North or South).
16. Governance	16.5	Strategic Goal 2.1: To create public awareness of the Ombudsman's role	Public Survey	Survey for public feedback distributed and analysed.	Results of public feedback used to inform next Strategic Plan.	Results of public feedback used to inform next Strategic Plan.	Results of public feedback used to inform next Strategic Plan.
16. Governance	16.5	Strategic Goal 2.2: To develop a collaborative relationship with Government agencies to increase awareness of their rights and responsibilities to minimise public complaints and investigations.	Government Training and Awareness	At least one presentation made to HoMs.	At least two workshops are conducted for Government and civil society agencies.	At least one presentation made to Parliament.	At least one presentation made to Parliament.

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16. Governance	16.5	Strategic Goal 2.2: To develop a collaborative relationship with Government agencies to increase awareness of their rights and responsibilities to minimise public complaints and investigations.	Penalty System	Implement Phase 1 and create report.	Implement Phase 2 and create report.	Implement Phase 3 and create report.	Implement Phase 3 and create report.

OUTPUT 2: Public Awareness and Training Funding Appropriation	Budget 2021-22	Budget 2022-23	Budget 2023-24	Budget 2024-25
Personnel	60,136	60,136	60,136	60,136
Operating	7,911	7,911	7,911	7,911
Administered Funding	0	0	0	0
Depreciation	2,000	2,000	2,000	2,000
Gross Operating Appropriation	70,047	70,047	70,047	70,047
Trading Revenue	0	0	0	0
Net Operating Appropriation	70,047	70,047	70,047	70,047

OUTPUT	03	Output Title:	CORPORATE SERVICES
Strategic Goal 3: Corporate Services <ul style="list-style-type: none"> Put in place quality reporting mechanisms Effective human resource management Efficient financial management Legislative compliance 			

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16. Governance	16.6	Strategic Goal 3: To create a sustainable and skilled workforce.	Office Effectiveness Review (QER)	1. Quarterly review of office plans, functions and management undertaken. 2. OER Reports created each quarter.	1. Quarterly review of office plans, functions and management undertaken. 2. OER Reports created each quarter	1. Quarterly review of office plans, functions and management undertaken. 2. OER Reports created each quarter	1. Quarterly review of office plans, functions and management undertaken. 2. OER Reports created each quarter
16. Governance	16.5	Strategic Goal 3: To create a sustainable and skilled workforce.	Process, Procedure and Policy Review (P3 Project)	Implement Phase 1 and create report	Implement Phase 2 and create report	Implement Phase 3 and create report	Implement Phase 3 and create report
16. Governance	16.6	Strategic Goal 3: To create a sustainable and skilled workforce.	Financial Management Compliance	Monitoring strict compliance of financial management and accountability process in accordance with applicable Acts.	Monitoring strict compliance of financial management and accountability process in accordance with applicable Acts.	Monitoring strict compliance of financial management and accountability process in accordance with applicable Acts.	Monitoring strict compliance of financial management and accountability process in accordance with applicable Acts.
16. Governance	16.5	Strategic Goal 3: To create a sustainable and skilled workforce.	Financial Reporting	All financial reports obligations adhered to as required.	All financial reports obligations adhered to as required.	All financial reports obligations adhered to as required.	All financial reports obligations adhered to as required.
16. Governance	16.5	Strategic Goal 3: To create a sustainable and skilled workforce.	Audit	Unqualified audit maintained.	Unqualified audit maintained.	Unqualified audit maintained.	Unqualified audit maintained.

OUTPUT 3: Corporate Services Funding Appropriation	Budget 2021-22	Budget 2022-23	Budget 2023-24	Budget 2024-25
Personnel	41,535	41,535	41,535	41,535
Operating	17,298	17,298	17,298	17,298
Administered Funding	0	0	0	0
Depreciation	2,000	2,000	2,000	2,000
Gross Operating Appropriation	60,833	60,833	60,833	60,833
Trading Revenue	0	0	0	0
Net Operating Appropriation	60,833	60,833	60,833	60,833