

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

- Fairness for all.

Significant Achievements and Milestones

1. Co-Facilitator of the UNPRPD Joint Program Induction Training Conference to introduce cross-cutting approaches and preconditions for disability inclusive development.

19.2 Outputs and Key Deliverables

OUTPUT	01	Output Title:	INVESTIGATION & REVIEWS				
Strategic Goal 1: Investigations 1. Quality Investigations 2. Quality Customer Service 3. 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 2022-23	Budget 2023-24	Budget 2024-25	Budget 2025-26
15.Governance	15.5	Strategic Goal 1: To conduct responsive, independent and impartial investigations of complaints.	Complaint response times	1. 95% of complaints or enquiries acknowledged in 2 business days 2. 95% 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 98% of complaints or enquiries acknowledged in 2 business days 2. At least 98% complaints/enquiries responded to in 10 business days
15.Governance	15.5	Strategic Goal 1: To conduct responsive, independent and impartial investigations of complaints.	Records Management	Identified as complete	Identified as complete	Identified as complete	Identified as complete
15.Governance	15.5	Strategic Goal 1: To conduct responsive, independent and impartial investigations of complaints.	Service Level Improvements	Identified as out of scope due to lack of legislative enforcement	Identified as out of scope due to lack of legislative enforcement	Identified as out of scope due to lack of legislative enforcement	Identified as out of scope due to lack of legislative enforcement
15.Governance	15.5	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 95%.	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

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 2022-23	Budget 2023-24	Budget 2024-25	Budget 2025-26
						Quality Score of at least 95%.	Quality Score of at least 95%.
15.Governance	15.5	Strategic Goal 1: To conduct responsive, independent and impartial investigations of complaints.	Staff Legislative Training	Half yearly Staff refresher training legislative requirements relevant to complaints and other complaints handling tools.	Half yearly Staff refresher training legislative requirements relevant to complaints and other complaints handling tools.	Half yearly Staff refresher training legislative requirements relevant to complaints and other complaints handling tools.	Half yearly Staff refresher training legislative requirements relevant to complaints and other complaints handling tools.
15.Governance	15.5	Strategic Goal 1: To conduct responsive, independent and impartial investigations of complaints.	Annual Report Submission to Parliament	Annual Report submitted to Parliament	Annual Report submitted to Parliament	Annual Report submitted to Parliament	Annual Report submitted to Parliament

OUTPUT 1: Investigations and Review Funding Appropriation	Budget 2022-23	Budget 2023-24	Budget 2024-25	Budget 2025-26
Personnel	61,027	61,027	61,027	61,027
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	99,818	99,818	99,818	99,818
Trading Revenue	0	0	0	0
Net Operating Appropriation	99,818	99,818	99,818	99,818

OUTPUT	02	Output Title:	PUBLIC AWARENESS & TRAINING
Strategic Goal 2.1 - Public Awareness <ol style="list-style-type: none"> 1. Media communication 2. Pa Enea Workshops 3. Public Workshops and Clinics 4. Public survey results 5. Identify resource needs and potential sources to develop a more robust Ombudsman outreach programme Strategic Goal 2.2 - Training <ol style="list-style-type: none"> 1. Presentations or workshops to Agencies, Ministers and HoMs 2. Government Agency Compliance Model introduced 			

NSDP Goal	NSDP Indicator ID# (If Relevant)	Agency Goal or Key Policy Outcomes (High-level Summary)	High-level Work Programme Deliverables and expected date of achievement	Budget 2022-23	Budget 2023-24	Budget 2024-25	Budget 2025-26
15.Governance	15.5	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.
15.Governance	15.5	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.
15.Governance	15.5	Strategic Goal 2.1: To create public awareness of the Ombudsman's role	Pa Enea Workshops/Clinics	Conduct at least one targeted major workshop/clinic for Pa Enea Executive Officers, Mayor or Island Council Members	Conduct at least one targeted major workshop/clinic for Pa Enea Executive Officers, Mayor or Island Council Members	Conduct at least one targeted major workshop/clinic for Pa Enea Executive Officers, Mayor or Island Council Members	Conduct at least one targeted major workshop/clinic for Pa Enea Executive Officers, Mayor or Island Council Members
15.Governance	15.5	Strategic Goal 2.1: To create public awareness of the Ombudsman's role	Public Survey	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	Results of public feedback used to inform next strategic plan
15.Governance	15.5	Strategic Goal 2.2: To develop a collaborative relationship with Government agencies to increase awareness of their rights and	Government Training and Awareness	1. At least two workshops conducted for targeted groups	1. At least three workshops conducted for targeted groups	1. At least four workshops conducted for targeted groups	1. At least five workshops conducted for targeted groups

NSDP Goal	NSDP Indicator ID# (If Relevant)	Agency Goal or Key Policy Outcomes (High-level Summary)	High-level Work Programme Deliverables and expected date of achievement	Budget 2022-23	Budget 2023-24	Budget 2024-25	Budget 2025-26
		responsibilities to minimise public complaints and investigations.		around the role of the Ombudsman 2. At least 6 PSC Inductions attended	around the role of the Ombudsman 2. At least 6 PSC Inductions attended	around the role of the Ombudsman 2. At least 6 PSC Inductions attended	around the role of the Ombudsman 2. At least 6 PSC Inductions attended
15.Governance	15.5	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 2022-23	Budget 2023-24	Budget 2024-25	Budget 2025-26
Personnel	134,726	134,726	134,726	134,726
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	144,637	144,637	144,637	144,637
Trading Revenue	0	0	0	0
Net Operating Appropriation	144,637	144,637	144,637	144,637

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

NSDP Goal	NSDP Indicator ID# (If Relevant)	Agency Goal or Key Policy Outcomes (High-level Summary)	High-level Work Programme Deliverables and expected date of achievement	Budget 2022-23	Budget 2023-24	Budget 2024-25	Budget 2025-26
15.Governance	15.6	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
15.Governance	16.5	Strategic Goal 3: To create a sustainable and skilled workforce.	Process, Procedure and Policy Review (P3 Project)	(phase 1 moved out to next FY due to findings during research phase) 1. Implement Phase 1 2. Project Timeline Completed 3. Project Outline Completed 4. Projects (Major & Minor) implemented 5. Project Outcome Completed	Implement Phase 2 1. Project Timeline Completed 2. Project Outline Completed 3. Projects (Major & Minor) implemented 4. Project Outcome Completed	Implement Phase 3 1. Project Timeline Completed 2. Project Outline Completed 3. Projects (Major & Minor) implemented 4. Project Outcome Completed	Review P3 project scope
15.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.
15.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.
15.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 2022-23	Budget 2023-24	Budget 2024-25	Budget 2025-26
Personnel	37,247	37,247	37,247	37,247
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	56,545	56,545	56,545	56,545
Trading Revenue	0	0	0	0
Net Operating Appropriation	56,545	56,545	56,545	56,545