

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

No significant milestones were reported.

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 Indic.#	Agency Strategic Plan Goal or Key Policy Outcomes (High-level Summary)	High-level Work Programme Deliverables and expected date of achievement	Budget 2024-25	Budget 2024-25	Budget 2025-26	Budget 2026-27
15.Governance	15.5	Strategic Goal 1: To conduct responsive, independent and impartial investigations of complaints.	Complaint response times & Number of Enquiries.	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. 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.	Staff Capacity Development.	At least 3 online or traditional courses per staff member completed to assist with development of staff capacity in the following areas: Human Rights Media & Public Awareness	At least 4 online or traditional courses per staff member completed to assist with development of staff capacity in the following areas: Human Rights Media & Public Awareness	At least 5 online or traditional courses per staff member completed to assist with development of staff capacity in the following areas: Human Rights Media & Public Awareness	At least 6 online or traditional courses per staff member completed to assist with development of staff capacity in the following areas: Human Rights Media & Public Awareness
15.Governance	15.5	Strategic Goal 1: To conduct responsive, independent and impartial investigations of complaints.	Annual Report Submission to Parliament.	1. Annual Report Completion Date: 30 November 2023 2. Submission of Annual Report for Parliament sitting by December 2023 3. Final hard copies to be printed at least 1 week after submission	1. Annual Report Completion Date: 30 November 2025 Submission of Annual Report for Parliament sitting by December 2024 3. Final hard copies to be printed at least 1 week after submission	1. Annual Report Completion Date: 30 November 2025 2. Submission of Annual Report for Parliament sitting by December 2025 3. Final hard copies to be printed at least 1 week after submission	1. Annual Report Completion Date: 30 November 2026 2. Submission of Annual Report for Parliament sitting by December 2026 3. Final hard copies to be printed at least 1 week after submission

OUTPUT 1: Investigations and Review Funding Appropriation	Budget 2023-24	Budget 2024-25	Budget 2025-26	Budget 2026-27
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 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 1. Presentations or workshops to Agencies, Ministers and HoMs 2. Government Agency Compliance Model introduced			

NSDP Goal	NSDP Indic. #	Agency Goal or Key Policy Outcomes (High-level Summary)	High-level Work Programme Deliverables and expected date of achievement	Budget 2023-24	Budget 2024-25	Budget 2025-26	Budget 2026-27
15.Governance	15.5	Strategic Goal 2.1: To create public awareness of the Ombudsman's role	Media Communication Initiatives.	At least four major media campaigns & three minor media campaigns undertaken.	At least five major media campaigns & three minor media campaigns undertaken.	At least six major media campaigns & three minor media campaigns undertaken.	At least seven major media campaigns & three minor media campaigns 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 targeted Public Awareness workshop on Rarotonga about the functions of the Office of the Ombudsman. Workshop to be completed by December 2023.	Conduct at least one targeted Public Awareness workshop on Rarotonga about the functions of the Office of the Ombudsman. Workshop to be completed by December 2024.	Conduct at least one targeted Public Awareness workshop on Rarotonga about the functions of the Office of the Ombudsman. Workshop to be completed by December 2025.	Conduct at least one targeted Public Awareness workshop on Rarotonga about the functions of the Office of the Ombudsman. Workshop to be completed by December 2026.
15.Governance	15.5	Strategic Goal 2.1: To create public awareness of the Ombudsman's role	Pa Enea Awareness Workshops.	1. Conduct at least one targeted workshop for NGO, Disability Representatives, and Pa Enea Executive.	1. Conduct at least one targeted workshop for NGO, Disability Representatives, and Pa Enea Executive.	1. Conduct at least one targeted workshop for NGO, Disability Representatives, and Pa Enea Executive.	1. Conduct at least one targeted workshop for NGO, Disability Representatives, and Pa Enea Executive.

NSDP Goal	NSDP Indic. #	Agency Goal or Key Policy Outcomes (High-level Summary)	High-level Work Programme Deliverables and expected date of achievement	Budget 2023-24	Budget 2024-25	Budget 2025-26	Budget 2026-27
				2. Develop content about the Office of the Ombudsman for distribution in the Pa Enua about Human Rights in relation to a National Human Rights Institute. 3. Workshop to be completed by Dec 23.	2. Develop content about the Office of the Ombudsman for distribution in the Pa Enua about Human Rights in relation to a National Human Rights Institute. 3. Workshop to be completed by Dec 24.	2. Develop content about the Office of the Ombudsman for distribution in the Pa Enua about Human Rights in relation to a National Human Rights Institute. 3. Workshop to be completed by Dec 25.	2. Develop content about the Office of the Ombudsman for distribution in the Pa Enua about Human Rights in relation to a National Human Rights Institute. 3. Workshop to be completed by Dec 26.
15.Governance	15.5	Strategic Goal 2.1: To create public awareness of the Ombudsman's role	Human Rights Workshops.	Conduct at least one targeted Public Awareness workshop about Human Rights in relation to a National Human Rights Institute. Workshop to be completed by: December 2023.	Conduct at least one targeted Public Awareness workshop about Human Rights in relation to a National Human Rights Institute. Workshop to be completed by: December 2024.	Conduct at least one targeted Public Awareness workshop about Human Rights in relation to a National Human Rights Institute. Workshop to be completed by: December 2025.	Conduct at least one targeted Public Awareness workshop about Human Rights in relation to a National Human Rights Institute. Workshop to be completed by: December 2026.
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.	Public Sector Agencies Ombudsman's Office Awareness.	1. At least two workshops conducted for targeted groups around the role of the Ombudsman 2. Present to at least 6 PSC Inductions attended	1. At least three workshops conducted for targeted groups around the role of the Ombudsman 2. Present to at least 6 PSC Inductions attended	1. At least four workshops conducted for targeted groups around the role of the Ombudsman 2. Present to at least 6 PSC Inductions attended	1. At least five workshops conducted for targeted groups around the role of the Ombudsman 2. Present to at least 6 PSC Inductions attended

OUTPUT 2: Public Awareness and Training Funding Appropriation	Budget 2023-24	Budget 2024-25	Budget 2025-26	Budget 2026-27
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"> 1. Put in place quality reporting mechanisms 2. Effective human resource management 3. Efficient financial management 4. Legislative compliance 			

NSDP Goal	NSDP Indic.#	Agency Goal or Key Policy Outcomes (High-level Summary)	High-level Work Programme Deliverables and expected date of achievement	Budget 2023-24	Budget 2024-25	Budget 2025-26	Budget 2026-27
15.Governance	15.6	Strategic Goal 3: To create a sustainable and skilled workforce.	Quarterly review of office plans, functions and management undertaken.	Review strategic goals and their progress at the end of every quarter. Team Velocity~ to increase at least 10% from previous quarter. Target: Complete	Review strategic goals and their progress at the end of every quarter. Team Velocity~ to increase at least 10% from previous quarter. Target: Complete	Review strategic goals and their progress at the end of every quarter. Team Velocity~ to increase at least 10% from previous quarter. Target: Complete	Review strategic goals and their progress at the end of every quarter. Team Velocity~ to increase at least 10% from previous quarter. Target: Complete
15.Governance	15.6	Strategic Goal 3: To create a sustainable and skilled workforce.	Financial Management Compliance	<ol style="list-style-type: none"> 1. Monthly report is submitted to MFEM by the 10th working day of the month. 2. Fixed Asset Register is updated as required 3. Zero suspension of Bulk Funding 4. Prepare all financial records for Annual Audit within 10 working days of receipt of Audit Notice. 5. Respond to any audit issues within 7 working days. 5. Unmodified Audit Opinion. 	<ol style="list-style-type: none"> 1. Monthly report is submitted to MFEM by the 10th working day of the month. 2. Fixed Asset Register is updated as required 3. Zero suspension of Bulk Funding 4. Prepare all financial records for Annual Audit within 10 working days of receipt of Audit Notice. 5. Respond to any audit issues within 7 working days. 5. Unmodified Audit Opinion. 	<ol style="list-style-type: none"> 1. Monthly report is submitted to MFEM by the 10th working day of the month. 2. Fixed Asset Register is updated as required 3. Zero suspension of Bulk Funding 4. Prepare all financial records for Annual Audit within 10 working days of receipt of Audit Notice. 5. Respond to any audit issues within 7 working days. 5. Unmodified Audit Opinion. 	<ol style="list-style-type: none"> 1. Monthly report is submitted to MFEM by the 10th working day of the month. 2. Fixed Asset Register is updated as required 3. Zero suspension of Bulk Funding 4. Prepare all financial records for Annual Audit within 10 working days of receipt of Audit Notice. 5. Respond to any audit issues within 7 working days. 5. Unmodified Audit Opinion.

OUTPUT 3: Corporate Services Funding Appropriation	Budget 2023-24	Budget 2024-25	Budget 2025-26	Budget 2026-27
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

Te Mato Akamoeau – Office of the Ombudsman

Organisational Structure - April 2020

