



Annual report

2015 - 2016 at a glance

Overview

- Received 12,595 complaints and other work,¹ the second highest amount ever received, and 4% more than the work received last year
- Completed 12,786 complaints and other work, 7% more than the work completed last year
- Finished the year with 1,591 complaints and other work on hand, 11% less than at the same time last year
- Overall net clearance rate of 105% for complaints and 100% for other contacts
- 91% of complaints and other contacts completed within 6 months
- Obtained remedies for the benefit of individuals and public administration in 581 cases

Ombudsmen Act (OA)

- Received 2,054 OA complaints and 7,740 other contacts concerning OA matters
- Completed 2,241 OA complaints and 7,751 other contacts concerning OA matters
- Net clearance rate of 109% for OA complaints
- Finished the year with 545 OA complaints and other contacts on hand, 26% less than at the same time last year
- 91% of OA complaints completed within 12 months

¹ Including complaints, other contacts and other work.

- Resolved 123 cases²
- Provided advice and assistance in 3,915 cases
- Formally investigated 221 complaints, and formed 121 final opinions
- Identified administrative deficiency in 28 complaints, or 23% of all complaints where a final opinion was formed
- Made 17 recommendations
- Obtained remedies for the benefit of the individual concerned in 159 cases
- Obtained remedies for the benefit of public administration in 12 cases

Official information (OIA and LGOIMA)

- Received 1,100 OIA complaints and 240 LGOIMA complaints
- Completed 1,084 OIA complaints and 247 LGOIMA complaints
- Net clearance rate of 99% for OIA complaints and 103% for LGOIMA complaints
- 74% of OIA complaints and 75% of LGOIMA complaints completed within 12 months
- Resolved 338 complaints, or 25% of all complaints completed
- Investigated 623 complaints, and formed 323 final opinions
- Identified administrative deficiency in 167 complaints, or 52% of all complaints where a final opinion was formed
- Obtained remedies for the benefit of the individual concerned in 387 cases
- Obtained remedies for the benefit of public administration in 23 cases

Crimes of Torture Act

- Visited 42 places of detention, including 22 full inspections
- 90% of visits to places of detention were unannounced
- Made 198 recommendations for improvement, 143 of which were accepted or partially accepted

² 'Cases' refers to OA complaints and other contacts concerning OA matters.

United Nations Convention on the Rights of Persons with Disabilities

- Received 81 complaints and other contacts which raised issues relevant to the Disability Convention
- Published a guide on *Reasonable accommodation of persons with disabilities in New Zealand*
- Provided input to the review of the *New Zealand Disability Strategy*

Policy and professional practice

- Advised on 65 legislative, policy and administrative proposals relevant to our jurisdiction (compared to 21 last year)
- Provided informal advice on 199 occasions to state sector agencies, mainly in relation to the processing of official information requests, 18% more than last year
- Advised the Secretary of Transport on 72 applications for authorised access to personal information on the motor vehicle register (compared to 7 applications last year)
- Conducted 38 workshops and training seminars, 90% more than last year
- Published 37 new guidance materials, twice as many as last year, including a suite of comprehensive new official information guides
- 17% increase in visitors to our website, compared to last year
- Delivered 51 speeches and presentations on the role of the Ombudsman and the operation of the official information legislation, twice as many as last year
- Nationwide survey showed 68% awareness of the Ombudsman by the New Zealand public