



Annual report

2011 - 2012 at a glance

Overview

- Received 10,636 complaints and other contacts, an increase of 22 per cent on 2010/11 numbers
- Received 443 complaints and other contacts about the Earthquake Commission, up from 12 in 2009/10 and 77 in 2010/11
- Completed 10,250 complaints and other contacts, an increase of 13 per cent on 2010/11 numbers
- Finished the year with 1,746 complaints and other contacts on hand, up from 1,359 the previous year
- Struggled to meet some timeliness targets, given the volume of work on hand
- 55% of complainants satisfied with our standard of service
- 73% of agencies satisfied the Ombudsmen's views are fair

Ombudsmen Act (OA)

- Received 8,950 OA complaints and other contacts
- Completed 8,784 OA complaints and other contacts, an increase of 19 per cent from the previous year
- Resolved 508 cases
- Provided advice and assistance in 2,896 cases
- Formally investigated 452 cases, and formed final opinions in 221 cases

- Identified administrative deficiency in 58 cases, or 13 per cent of all complaints formally investigated
- Obtained remedies for the benefit of the individual concerned in 481 cases
- Obtained remedies for the benefit of public administration in 24 cases
- Made recommendations in 7 cases
- Visited each of the 19 prisons 5 times
- Monitored investigations into 27 deaths in custody
- Assessed 58 serious incidents in prisons for further investigation, commencing investigations in 10 cases, and concluding investigations in 15 cases.

Official information (OIA and LGOIMA)

- Received 1,236 OIA complaints, an increase of 25 per cent on 2010/11 numbers, and the highest number since 2000/01
- Received 268 LGOIMA complaints
- Significant increase in delay complaints
- Completed 1,293 cases
- Resolved 410 cases
- Investigated 797 cases, and formed final opinions in 362 cases
- Identified administrative deficiency in 146 cases, or 18 per cent of all cases formally investigated
- Obtained remedies for the benefit of the individual concerned in 438 cases
- Obtained remedies for the benefit of public administration in 10 cases
- Made recommendations in 17 cases

Crimes of Torture Act

- Visited 70 places of detention, including 24 formal inspections
- Made 36 recommendations for improvement, 33 of which were accepted
- Reported back to all places of detention within 3 months of conducting a visit, exceeding our target of doing so in 95 per cent of all cases

United Nations Convention on the Rights of Persons with Disabilities

- Developed a joint monitoring framework with the New Zealand Convention Coalition and the Human Rights Commission
- Received 30 complaints and other contacts which raised issues relevant to the Disabilities Convention
- Scoped an investigation into prison mental health services

Policy and professional practice

- Advised on 31 legislative, policy and administrative proposals relevant to the Ombudsmen's jurisdiction
- Made and published submissions on the Mixed Ownership Model Bill and the Corrections Amendment Bill
- Provided informal advice on approximately 100 occasions to state sector agencies, mainly in relation to the processing of official information requests
- Advised on 24 applications to the Secretary of Transport for authorised access to personal information on the motor vehicle register
- Conducted 12 workshops and training seminars for state sector agencies, and delivered 23 presentations, on the role of the Ombudsmen and the operation of the official information legislation
- Began publishing topic guides and Ombudsman opinions on our website