



Annual report

2012 - 2013 at a glance

Overview

- Received 13,684 complaints and other work, an increase of 29% on 2011/12 numbers
- Received 838 complaints and other contacts about the Earthquake Commission, up from 443 in 2011/12 and 77 in 2010/11
- Completed 13,358 complaints and other work, an increase of 30% on 2011/12 numbers
- Finished the year with 2,072 complaints and other work on hand, up from 1,746 the previous year
- Struggled to meet some timeliness targets, given the volume of work on hand

Ombudsmen Act (OA)

- Received 11,008 OA complaints and other contacts
- Completed 2,878 OA complaints, an increase of 21% from the previous year
- Completed 8,283 other contacts, an increase of 29% per cent from the previous year
- Resolved 349 cases
- Provided advice and assistance in 3,953 cases
- Formally investigated 379 cases, and formed final opinions in 174 cases
- Identified administrative deficiency in 44 cases, or 25% of all complaints formally investigated
- Obtained remedies for the benefit of the individual concerned in 330 cases
- Obtained remedies for the benefit of public administration in 18 cases

- Made recommendations in 4 cases
- Monitored investigations into 11 deaths in custody
- Assessed 53 serious incidents in prisons, commencing investigations in 7 cases, and concluding investigations in 7 cases

Official information (OIA and LGOIMA)

- Received 2,374 OIA complaints, an increase of 92% on 2011/12 numbers, and the highest number ever
- Received 271 LGOIMA complaints
- Significant increase in delay complaints
- Completed 2,158 cases, an increase of 67% from the previous year
- Resolved 1,078 cases
- Investigated 637 cases, and formed final opinions in 337 cases
- Identified administrative deficiency in 167 cases, or 50% of all cases formally investigated
- Obtained remedies for the benefit of the individual concerned in 1,100 cases
- Obtained remedies for the benefit of public administration in 16 cases
- Made recommendations in 12 cases

Crimes of Torture Act

- Visited 45 places of detention, including 22 formal inspections
- 77% of visits to places of detention were unannounced
- Made 40 recommendations for improvement, 35 of which were accepted

United Nations Convention on the Rights of Persons with Disabilities

- Published the first annual report of the Independent Monitoring Mechanism, *Making Disability Rights Real*
- Commenced work on key projects, including website accessibility and mental health care in prisons
- Received 52 complaints and other contacts which raised issues relevant to the Disabilities Convention

Policy and professional practice

- Advised on 26 legislative, policy and administrative proposals relevant to our jurisdiction
- Made and published submissions on the Education Amendment Bill and the Prisoners' and Victims' Claims (Continuation and Reform) Amendment Bill
- Provided informal advice on 152 occasions to state sector agencies, mainly in relation to the processing of official information requests
- Advised the Secretary of Transport on 8 applications for authorised access to personal information on the motor vehicle register
- Conducted 19 workshops and training seminars for state sector agencies, and delivered 27 presentations, on the role of the Ombudsman and the operation of the official information legislation
- Published 45 new or updated guidance materials on our new website, including topic guides and Ombudsman opinions
- Nationwide survey showed 72% awareness of the Ombudsman by the New Zealand public