

 **Ombudsman**

Fairness for all



Fair treatment for people with disabilities

Easy Read



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Before you start



This is a long document.



While it is written in Easy Read it can be hard for some people to read a document this long.

Some things you can do to make it easier are:



- read it a few pages at a time
- have someone to assist you to understand it.

What is the Disability Convention?



This information is about the role of the Ombudsman under the **Disability Convention**.



The Disability Convention is the short name for the **United Nations Convention on the Rights of Persons with Disabilities**.



The **United Nations (UN)** is a group of people from different countries that work together to make the world a better place to live in.



A **convention** is an agreement between the UN and different countries.



This book tells you:

- what the Disability Convention is
- what to do if you think you have been treated badly by a government agency because of your disability
- if the Ombudsman can help you.



Ombudsman
Fairness for all



The **Disability Convention** says that disabled people should have their human rights.



The New Zealand Government **signed** the Disability Convention.



This means the Government has to:



- make New Zealand laws fair for disabled people so disabled people can lead good lives



- make a report to the **United Nations** to tell them if disabled people are getting their human rights in New Zealand.



Human rights mean you must be treated:



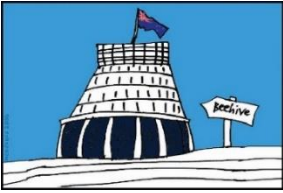
- fairly – be treated the right way.



- equally – be treated the same as everyone else.



- with respect – be treated in a way that shows someone cares about you.



The Government must try to make sure that all disabled people can:



- be safe



- make their own decisions



- have a good life



- be part of their community.

Monitoring the Disability Convention



All countries that sign the **Disability Convention** must have a group to **monitor** what is being done.



Monitor means to look at and check what is happening.

The group that does this in New Zealand is called the **Independent Monitoring Mechanism (IMM)**.



The IMM makes sure the Government is doing a good job for disabled people.



This IMM is made up of the:



- Office of the Ombudsman



- Human Rights Commission

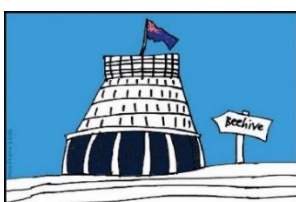
- Disabled Persons Organisation Coalition – a group that is made up of Disabled People's Organisations.



The IMM works together to:



- find out what things are important to disabled people

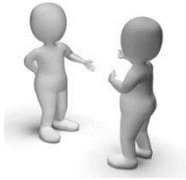


- make a plan to see if the Government is following the **Disability Convention.**

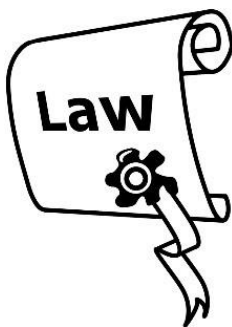


The IMM also works together to:

- tell the Government what things are good or bad for disabled people



This helps the Government think about what disabled people need when it makes laws and policies.



- check that New Zealand laws and policies are changed so disabled people can have good lives



- make a report to **Parliament** about what needs to be done for disabled people

Parliament is the group of people that are elected as politicians.

They make laws for the Government.



The IMM also works together to:

- make a report to the United Nations to tell them if the Government is doing a good job of following the **Disability Convention** or not.



If you would like to find out more about the Independent Monitoring Mechanism (IMM) ask us for a copy the **Making Disability rights real** information leaflet.



What is the role of the Ombudsman?



Sometimes **government agencies** make mistakes.



A government agency reports to the Government.



The Ombudsman can look into complaints about government agencies.



There are over 4 thousand government agencies in New Zealand.

Here are some examples of government agencies:

- State Services – ministries and government departments



The Department of Corrections is an example of a state service.

- Local government – places like your council and regional council.



Auckland Council is an example of a council.

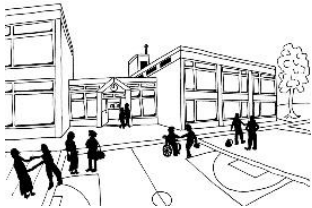
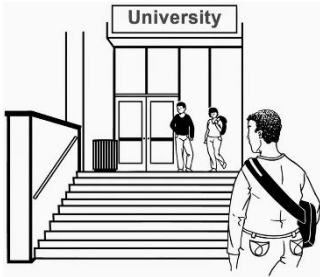


- District Health Boards (DHB) like the Auckland DHB

- State-owned enterprises



Businesses owned by the Government, like ACC are called **State-owned enterprises.**



- Places of study for adults, like:
 - universities
 - wānanga
 - polytechnics
 - institutes of technology.

- Boards of Trustees for schools.

- Crown entities.

The Human Rights Commission is an example of a **Crown entity**.

- Officers of Parliament like the Office of the Auditor-General.



If you have been treated badly by a government agency because of your disability you can complain to the Ombudsman.

If you make a complaint to the Ombudsman:

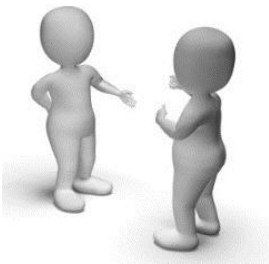


- we will listen to you



- we will tell you if we **can** or **cannot** look into your complaint

There are some complaints the Ombudsman **cannot** look into.



If we cannot look into your complaint we will tell you if there is someone else who can help you.



- we might say **yes** to your complaint and start looking into it.



This means we will try to find out if the agency has been:



- following the Disability Convention
- treating you badly because of your disability.

If we find a problem when we look at a complaint we can tell the agency that they need to fix it.



Sometimes we can tell them how to fix the problem.

Sometimes the Ombudsman will look at something an agency has done even if we have not got a complaint.

We can do this if we think:



- there might be a problem and we need to find out what it is



- an agency is **not** following the Disability Convention.

Contact us



Contact us if you think a government agency has treated you badly or unfairly because you have a disability.



Talk to us to find out if we can help you.



Free Phone: 0800 802 602



Fax: 04 471 22 54



Website:

www.ombudsman.parliament.nz



Send an email:

info@ombudsman.parliament.nz



Write a letter and post it to:

The Office of the Ombudsman

P.O. Box 10152

Wellington 6143



Our offices are open:

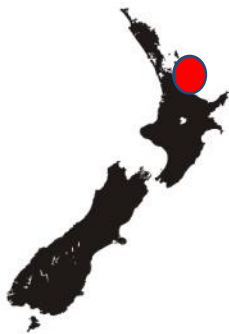
8:30am to 5pm Monday to Friday.



Call to make a time if you need to come
and see us.



There is an Ombudsman office in
Auckland, Wellington and Christchurch:



Auckland

Level 10, 55–65 Shortland Street,

Auckland 1010



Wellington

Level 7, 70 The Terrace,
Wellington 6011



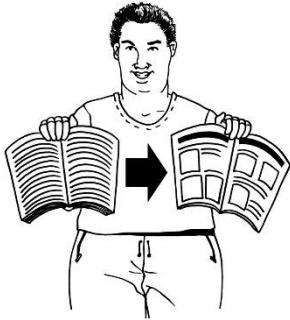
Christchurch

Level 2, 138 Victoria Street,
Christchurch 8013

More information about the Ombudsman



We have made other booklets that tell you about our work.



They are all in Easy Read.

The other booklets we have are about:



The Ombudsman: who we are

Making complaints about government agencies

Making or complaining about requests for official information



‘Whistle-blowing’: a guide to the Protected Disclosures Act

Making complaints about prisons and Community Corrections

Monitoring places of detention.



This information has been translated into Easy Read by
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