



Ombudsman
Tuia kia ōrite • Fairness for all

Large Print version



The Ombudsman works to protect people's rights, their dignity, and mana. The Ombudsman is committed to Te Ao Māori and ensuring obligations under Te Tiriti o Waitangi are met.

E mahi ana Te Kaitiaki Mana Tangata ki te tiaki i ngā tika me te mana o te tangata. E pūmau ana Te Kaitiaki Mana Tangata ki te ao Māori me te whakarite kei te whakatutukihia ngā herenga i raro i Te Tiriti.

Who the Ombudsman helps

- People who've been treated unfairly by a government agency or local authority (such as a council)
- People having trouble getting information they've asked for from government
- Children and young people in care and their whānau
- People in prison
- People in secure aged care facilities
- Disabled people
- People who want to blow the whistle on serious wrong doing at work

Te hunga ka āwhinatia e Te Kaitiaki Mana

Tangata

- Te hunga kāore i tika te manaakitia e tētahi tari kāwanatanga, kaunihera rānei
- Te hunga e uaua ana ki te whiwhi mōhiohio kua tonoa e rātau mai i te kāwanatanga
- Ngā tamariki me ngā taiohi kei te tiakina e te kāwanatanga me ō rātau whānau
- Te hunga kei rō whare herehere
- Te hunga kei ngā whakanōhanga tiaki kaumātua e noho ana
- Te hunga hauā
- Te hunga kei te hiahia ki te whakapuaki i ngā mahi kino i te mahi

What the Ombudsman does

- Resolves complaints about unfair treatment and access to official information
- Investigates critical government issues
- Inspects places of detention to ensure decent conditions and humane treatment
- Monitors aged care facilities
- Investigates complaints about children and young people in the care of Oranga Tamarki and other publicly funded care or custody providers
- Works for an open, honest, corruption- free society

He aha te mahi a Te Kaitiaki Mana Tangata

- Te whakataua amuamu mō te kore manaaki me te uru ki ngā mōhiohio ōkawa
- Te tūhura i ngā take kāwanatanga hira
- Te āta tiroiro i ngā wāhi mau herehere hei whakarite kei te pai ngā āhuetanga, ā, kei te tiakina tikatia
- Te aroturuki i ngā whakanōhanga tiaki kaumātua
- Te tūhura i ngā amuamu mō ngā tamariki me ngā taiohi e tiakina ana e Oranga Tamariki me ētahi atu kaiwhakarato manaaki, e utua ana e te kāwanatanga, tiaki tamariki rānei
- Te mahi kia ngākau tuwhera, kia pono, kia kore ai e whakakonuka te iwi whānui

The Ombudsman

The Ombudsman has worked for fairness for all since 1962.

If you believe that you have been treated unfairly by a government agency, you can ask the Ombudsman to look into your complaint.

The Ombudsman now has a stronger role in overseeing Oranga Tamariki and the treatment of children and young people in care.

Te Kaitiaki Mana Tangata

E whakapau kaha ana Te Kaitiaki Mana Tangata i te tikanga tōkeke mō te katoa mai i te tau 1962 rā anō.

Mena e whakapono ana koe kāore i tika te manaaki i a koe e tētahi tari kāwanatanga, ka taea e koe te tono ki Te Kaitiaki Mana Tangata kia tiroirohia tō amuamu.

He nui ake te mana o ā rātau mahi ināianei ki te tiroiro i te manaaki a Oranga Tamariki i ngā tamariki me ngā taiohi e tiakina ana e rātau.

Fairness for all

The Ombudsman helps people deal with government in New Zealand. The Ombudsman makes sure that everyone is treated fairly and their rights respected.

The Ombudsman has a Māori panel of senior and rangatahi leaders – Pūhara Mana Tangata to provide guidance on engaging and building trust with Māori.

The Ombudsman's services are free, independent and available to everyone.

Kia tōkeke mō te katoa

Ka āwhina te Kaitiaki i te tangata ki te whakarite take ki te kāwanatanga i Aotearoa. Ka mātua whakarite he tōkeke te manaaki i te katoa, ā, e manaakitia ana ō rātau tika.

He rōpū kaiārahi matua me te rangatahi Māori tō Te Kaitiaki Mana Tangata – te Pūhara Mana Tangata hei tuku tohutohu mō te torotoro me te whakatipu i te pono me te Māori.

He koreutu, he motuhake, he wātea hoki ngā ratonga a Te Kaitiaki Mana Tangata ki te katoa.

Contact the Ombudsman Whakapā Kaitiaki Mana Tangata

Office of the Ombudsman

Tari o te Kaitiaki Mana Tangata

Monday to Friday, 8.30am to 5.00pm

Freephone 0800 802 602

Email info@ombudsman.parliament.nz

Website www.ombudsman.parliament.nz

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Facebook: @ombudsmannz



www.ombudsman.parliament.nz/resources/how-ombudsman-can-help

Use this QR code for more information and pamphlets in accessible formats and other languages. Additional languages and formats are available on request.

Use NZ Relay www.nzrelay.co.nz to contact the Ombudsman if you are Deaf or hard of hearing or have a speech impairment.

How the Ombudsman can help

He pēhea te āwhina a Te Kaitiaki Mana Tangata

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