

At a glance

Our purpose is to provide an independent check on how government treats people, helping to address the power imbalance between individuals and the state. We do this by resolving and investigating complaints and disclosures, and monitoring conditions to protect the rights of Deaf and disabled people and prevent mistreatment of people in detention.

"Demand for our services is increasing, and meeting it is requiring us to explore new ways of operating. Our focus is on resolving cases more quickly, acting proportionately, and addressing the systemic issues behind them."

John Allen, Chief Ombudsman



8,027

complaints about government decisions completed

Target 6,800, up 51% from last year



3,671

official information complaints completed

Target 3,000, up 28% from last year



2,593

remedies obtained for people and/or for public administration

Up 64% from last year

Resolving complaints more quickly

109%

clearance of complaints.
Target 102%

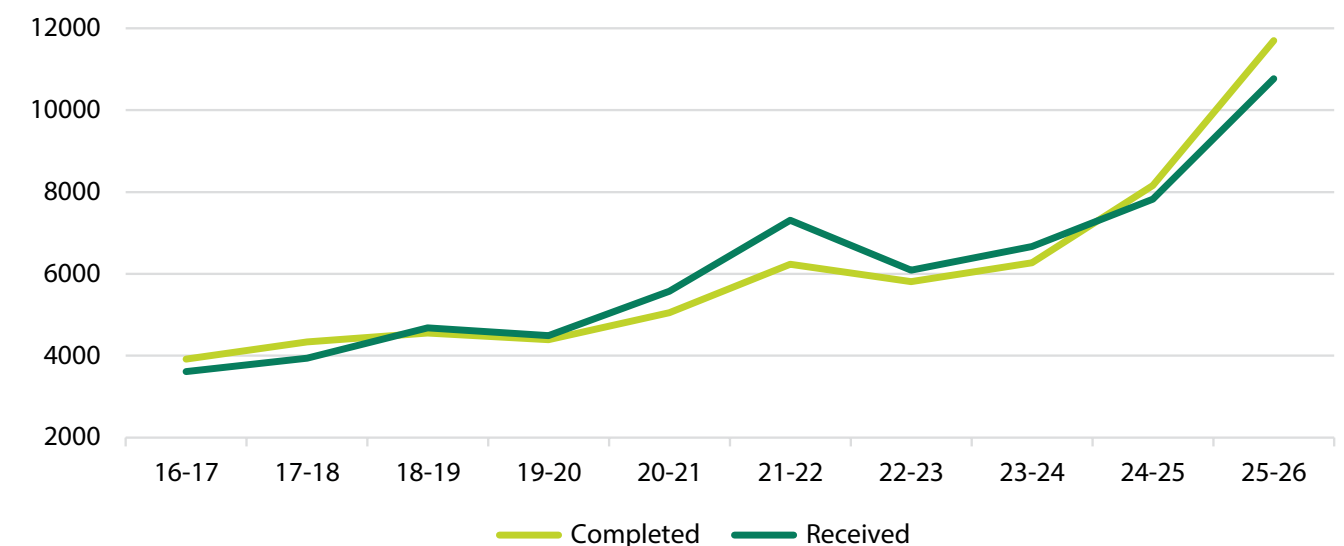
71%

of complaints completed
within 3 months of receipt.
Target 70%

82%

of complaints completed
within 6 months of receipt.
Target 80%

Complaints received and completed over 10 years



Our impact

98%

of official information
and administrative
recommendations accepted
by agencies. Target 90%

96%

of recommendations for
places of detention accepted.
Target 90%

82%

of agencies report our
information resources assist
them in their work.
Target 80%

Our outputs

614

community engagements,
presentations and new or
updated resources for the
public. Target 200

79%

of agencies satisfied the
Ombudsman's views are
fair. Target 75%

90%

of requests, enquiries and
monitoring under the
Protected Disclosures Act
completed in 3 months.
Target 85%

22

resources produced or
updated that assist to
break down the barriers
that prevent disabled
and Deaf people from
participating equally in
society. Target 10-15

100%

of feedback or reports
sent to places of
detention within
4 months of visit or
inspection. Target 90%

100%

of overseas
stakeholders report
value in collaboration.
Target 95%

Our context

62%

had high trust in the
public sector. Target 60%
or higher

7.6

score for public ability to
participate in government.
Target score within fair (6)
to good (10) range

4th

least corrupt country, scoring
81. Target to maintain or
improve trend