

PURPOSE

To provide an independent check on how the government treats people

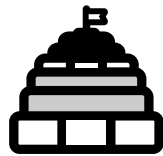
OUTCOMES

the long-term results we contribute to for New Zealand



Fair treatment

People are treated more fairly, reasonably and humanely by government and have access to effective recourse when they are not.



Open government

Government is transparent about what it does and people can access the information they need to be informed, understand decisions and participate.



Robust oversight

The exercise of public power is subject to robust and independent scrutiny and matters of concern are brought to light.



Better administration

Public sector capability and decision-making is enhanced, enabling government to be more responsive, effective and trusted.

VISION

Reach, focus and impact

An Ombudsman people know, can reach, and can count on to help put things right – focused on making the most impact for people

HOW WE DELIVER

Read left to right: our functions are guided by our objectives to deliver the impacts we aim for

OUR FUNCTIONS—WHAT WE DO

- 1 **Respond to complaints about government**
- 2 **Review official information decision making**
- 3 **Investigate issues proactively**
- 4 **Monitor places of detention**
- 5 **Protect and monitor disability rights**
- 6 **Enable serious wrongdoing to be reported safely**
- 7 **Inform and empower the public**
- 8 **Support and guide public sector agencies**

STRATEGIC OBJECTIVES—OUR FOCUS

1. Drive lasting improvements to people's experience of government

We will focus on identifying and helping address the persistent and systemic issues that drive poor outcomes for people.

2. Protect and strengthen the conditions for open and accountable government

We will set clear expectations, provide responsive guidance, and use our oversight to support the systems, practice and culture that underpin transparency and accountability.

3. Provide a more accessible and responsive service

We will grow awareness of how we can help, make it easier for people to reach us, and provide a service fit for current needs and expectations.

THE IMPACTS WE AIM FOR

- Our interventions and recommendations address the causes of problems and deliver durable solutions
- Our support and advice promote good agency practice and decision-making, and help agencies respond to challenges effectively
- Insights we generate from our work help identify patterns and issues, enabling earlier and more strategic intervention
- Our work contributes to a resilient official information system that continues to deliver on its purposes
- Good information practices, including a culture of proactive release, are more consistently embedded across the public sector
- People can access information more easily and reliably
- More people, particularly in underserved communities, are aware of the Ombudsman and understand how we can help
- People and agencies receive a timely and fair service, with clear communication about what to expect
- We are accessible and our processes and communications are adapted to people's diverse needs
- People receive useful assistance and meaningful remedies

OUR GUIDING PRINCIPLES

How we stay effective and credible



Impartiality



Fairness



Accountability



Transparency

FOUNDATIONS

The organisational capability that supports delivery of our vision and strategy

BUILDING ORGANISATIONAL CAPABILITY

People and culture

Governance and leadership

Technology and systems

Data and insights