

Agencies the Ombudsman can help with

The Ombudsman has authority to investigate approximately 4,000 agencies in the public sector, including:

- government departments and ministries
- Ministers (about decisions on requests for official information)
- state-owned enterprises and crown entities
- city, district, and regional councils
- universities, polytechnics, and wānanga
- school boards
- publicly funded care and custody providers for tamariki and rangitahi.

The Ombudsman also monitors some privately-owned aged care facilities that receive funding from the public sector.

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 ombudsman.parliament.nz

PO Box 10152, Wellington 6143

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🐦 @Ombudsman_NZ



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.

About the Ombudsman

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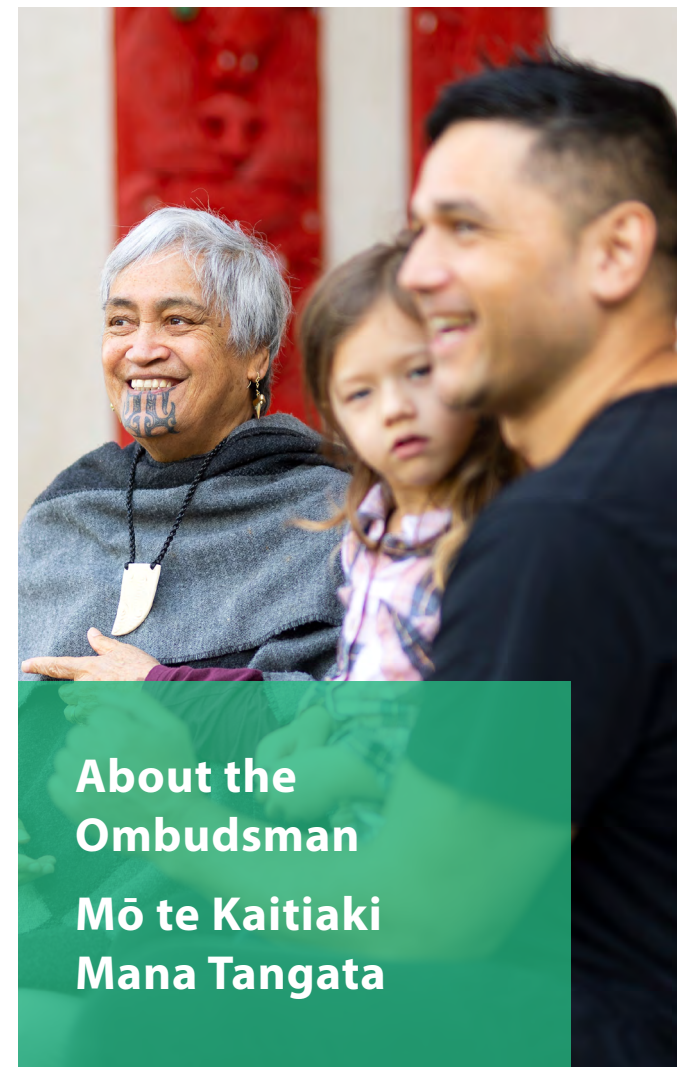
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Ombudsman
Tuia kia ōrite • Fairness for all



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

Fairness for all is why the Ombudsman exists.

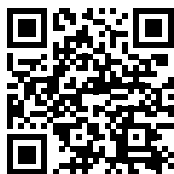
The name gifted to the Ombudsman by Māori is Kaitiaki Mana Tangata or guardian of the welfare of the people. The Ombudsman safeguards people's rights and helps them deal with New Zealand government agencies.

The Ombudsman also encourages agencies to be transparent and accountable to the public.

The Ombudsman is an Officer of Parliament and is independent and impartial. Services are free and available to everyone.

The first New Zealand Ombudsman was appointed in 1962. Over the years, the Ombudsman's role has expanded to ensure that everyone living in New Zealand enjoys the democratic and human rights they are entitled to.

Learn more about the Ombudsman.
Use this QR code to watch the documentary 'Our first 60 years - the NZ Ombudsman in Aotearoa'.



The Ombudsman's roles

Resolving complaints about government agencies.

You have the right to be treated fairly by the government agencies you deal with. If you believe you haven't been, and you're not happy with their response to your complaint, the Ombudsman may be able to help you.

Resolving complaints about official information requests. You can ask a government agency or Minister for information. If you're unhappy with the response to your official information request, you can complain to the Ombudsman.

Addressing serious wrongdoing at work. You can talk to the Ombudsman if you think someone at your workplace (at a public or private organisation) has done something very wrong, including if you are worried about the consequences of speaking up. This is called 'whistleblowing' or making a 'protected disclosure'.

Monitoring the humane treatment and conditions of detainees. If you're living in a place that you can't leave voluntarily, you still have rights. The Ombudsman visits places such as prisons, court facilities, secure mental health facilities, secure intellectual disability residences, and immigration detention centres to make sure people's human rights are protected.

Monitoring aged care facilities. The Ombudsman also checks the treatment and conditions of residents in secure aged care facilities where people can't leave, like a dementia or psychogeriatric unit, including privately run ones.

Fair treatment of disabled people. If you are disabled you have the right to participate fully in community and public life, just like everyone else. The Ombudsman monitors disability rights in New Zealand. If you have been treated unfairly by a government agency, the Ombudsman may be able to help you.

Supporting children and young people. If you are concerned about decisions made by Oranga Tamaraki – or another publicly funded care or custody provider – you can raise your concerns with the Ombudsman.

The Ombudsman is also involved in:

Public sector improvement. The Ombudsman can monitor and investigate issues involving government agencies, even if no one has made a complaint.

Advice and guidance. The Ombudsman provides advice to government agencies on legislation, policies and processes, develops resources, and offers training.

Raising awareness. The Ombudsman engages with individuals and communities to raise awareness about their rights and the Ombudsman's role, regularly publishing reports and case studies.

International development. The Ombudsman works across the Asia Pacific region to learn from and help develop international best practice through training, advice and resource development.