

# *Vote Ombudsmen*

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APPROPRIATION MINISTER(S): Speaker of the House of Representatives (M78)

DEPARTMENT ADMINISTERING THE VOTE: Office of the Ombudsman (A31)

RESPONSIBLE MINISTER FOR OFFICE OF THE OMBUDSMAN: Speaker of the House of Representatives

## *Overview of the Vote*

The Speaker of the House of Representatives is responsible for appropriations in Vote Ombudsmen in 2023/24 totalling \$56.854 million. This consists of:

- nearly \$54 million to investigate and resolve complaints and perform the other functions of the Office of the Ombudsman
- \$506,000 for Ombudsman remuneration, and
- over \$2 million for the purchase or development of assets for the use of the Office of the Ombudsman.

The whole of the Vote is committed to the investigation, resolution of complaints and the provision of advice relating to central and local government administrative actions, monitoring compliance with international conventions, and the provision of advice and support for international ombudsman communities and forums.

Details of these appropriations are set out in Parts 2-4.

# Details of Appropriations and Capital Injections

## Annual Appropriations and Forecast Permanent Appropriations

Titles and Scopes of Appropriations by Appropriation Type	2022/23		2023/24
	Final Budgeted \$000	Estimated Actual \$000	Budget \$000
<b>Departmental Output Expenses</b>			
<b>Investigation and Resolution of Complaints About Government Administration (M78) (A31)</b> This appropriation is limited to the investigation, resolution of complaints and the provision of advice relating to central and local government administrative actions, monitoring compliance with international conventions, and the provision of advice and support for international ombudsman communities and forums.	47,300	47,300	<b>53,765</b>
<b>Total Departmental Output Expenses</b>	47,300	47,300	53,765
<b>Departmental Other Expenses</b>			
<b>Remuneration of Ombudsmen PLA (M78) (A31)</b> This appropriation is limited to remuneration expenses for the Ombudsmen as authorised by sections 8 and 9 of the Ombudsmen Act 1975.	505	505	506
<b>Total Departmental Other Expenses</b>	505	505	506
<b>Departmental Capital Expenditure</b>			
<b>Office of the Ombudsman - Capital Expenditure PLA (M78) (A31)</b> This appropriation is limited to the purchase or development of assets by and for the use of the Office of the Ombudsman, as authorised by section 24(1) of the Public Finance Act 1989.	3,035	3,035	2,583
<b>Total Departmental Capital Expenditure</b>	3,035	3,035	2,583
<b>Total Annual Appropriations and Forecast Permanent Appropriations</b>	<b>50,840</b>	<b>50,840</b>	<b>56,854</b>

## Capital Injection Authorisations

	2022/23		2023/24
	Final Budgeted \$000	Estimated Actual \$000	Budget \$000
Office of the Ombudsman - Capital Injection (M78) (A31)	1,781	1,781	-

# Supporting Information

## Part 1 - Vote as a Whole

### 1.1 - New Policy Initiatives

Policy Initiative	Appropriation	2022/23 Final Budgeted \$000	2023/24 Budget \$000	2024/25 Estimated \$000	2025/26 Estimated \$000	2026/27 Estimated \$000
Retain trained, experienced staff	<b>Investigations and Resolution of Complaints and Government Administration</b> Departmental Output Expense	-	2,563	2,563	2,563	2,563
Office accommodation	<b>Investigations and Resolution of Complaints and Government Administration</b> Departmental Output Expense	-	325	325	325	325
Temporary Investigation Resource	<b>Investigations and Resolution of Complaints and Government Administration</b> Departmental Output Expense	-	-	797	797	-
<b>Total Initiatives</b>		-	<b>2,888</b>	<b>3,685</b>	<b>3,685</b>	<b>2,888</b>

## 1.2 - Trends in the Vote

### Summary of Financial Activity

	2018/19	2019/20	2020/21	2021/22	2022/23		2023/24			2024/25	2025/26	2026/27
	Actual \$000	Actual \$000	Actual \$000	Actual \$000	Final Budgeted \$000	Estimated Actual \$000	Departmental Transactions Budget \$000	Non- Departmental Transactions Budget \$000	Total Budget \$000	Estimated \$000	Estimated \$000	Estimated \$000
<b>Appropriations</b>												
Output Expenses	18,179	23,482	32,802	42,096	47,300	47,300	53,765	-	53,765	48,362	48,352	46,494
Benefits or Related Expenses	-	-	-	-	-	-	N/A	-	-	-	-	-
Borrowing Expenses	-	-	-	-	-	-	-	-	-	-	-	-
Other Expenses	442	463	429	463	505	505	506	-	506	506	506	506
Capital Expenditure	2,521	2,082	1,456	568	3,035	3,035	2,583	-	2,583	200	200	200
Intelligence and Security Department Expenses and Capital Expenditure	-	-	-	-	-	-	-	N/A	-	-	-	-
Multi-Category Expenses and Capital Expenditure (MCA)												
<i>Output Expenses</i>	-	-	-	-	-	-	-	-	-	-	-	-
<i>Other Expenses</i>	-	-	-	-	-	-	-	-	-	-	-	-
<i>Capital Expenditure</i>	-	-	-	-	-	-	N/A	-	-	-	-	-
<b>Total Appropriations</b>	<b>21,142</b>	<b>26,027</b>	<b>34,687</b>	<b>43,127</b>	<b>50,840</b>	<b>50,840</b>	<b>56,854</b>	<b>-</b>	<b>56,854</b>	<b>49,068</b>	<b>49,058</b>	<b>47,200</b>
<b>Crown Revenue and Capital Receipts</b>												
Tax Revenue	-	-	-	-	-	-	N/A	-	-	-	-	-
Non-Tax Revenue	-	-	-	-	-	-	N/A	-	-	-	-	-
Capital Receipts	-	-	-	-	-	-	N/A	-	-	-	-	-
<b>Total Crown Revenue and Capital Receipts</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>N/A</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

Note - where restructuring of the vote has occurred then, to the extent practicable, prior years information has been restated as if the restructuring had occurred before the beginning of the period covered. In this instance Total Appropriations for the Budgeted and Estimated Actual year may not equal Total Annual Appropriations and Forecast Permanent Appropriations and Multi-Year Appropriations in the Details of Appropriations and Capital Injections.

## Adjustments to the Summary of Financial Activity Table Due to Vote Restructuring

There have been no restructuring adjustments to prior year information in the Summary of Financial Activity table.

### 1.3 - Analysis of Significant Trends

#### Analysis of Significant Trends

The bulk of the movement in departmental appropriations in Vote Ombudsmen, which are detailed in the Summary of Financial Activity table above, are largely driven by movements in departmental output expenses required to maintain an efficient, effective and professional Ombudsman function. Details of significant movements within each appropriation are shown below.

#### *Departmental Output Expenses*

The baseline movements amounting to approximately \$26.058 million during the period detailed in the Summary of Financial Activity are due to:

- As part of the 2018/19 Estimates, funding was approved for retaining and rewarding staff, improving security, corporate support, case management IT system, APOR conference, and an expense transfer from 2017/18 to 2018/19.
- As part of the 2019/20 Estimates, funding was approved for retaining trained and experienced staff, monitoring places of detention, international support and leadership, increased costs of accommodation, and an expense transfer from 2018/19 due to delayed projects.
- As part of the 2020/21 Estimates, funding was approved for enhanced complaints oversight over Oranga Tamariki, corporate support, technology infrastructure support, retaining trained and experienced staff, increased costs of accommodation, and an expense transfer from 2018/19 underspend.
- As part of the 2021/22 Estimates, funding was approved for a temporary MIQ inspection resource, a temporary investigation resource, retaining trained and experienced staff, improving security, increased costs of accommodation, and an expense transfer from 2020/21 underspend.
- As part of the 2022/23 Estimates, funding was approved for a temporary MIQ inspection resource, a temporary OPCAT inspection resource, a Protected Disclosures Act investigation resource, international support and leadership, retaining trained and experienced staff, increased costs of office accommodation, and an expense transfer from 2021/22 underspend.
- As part of 2023/24 Estimates, funding was approved for temporary investigations resources, retaining trained and experienced staff, increased costs of office accommodation, and an expense transfer from 2022/23 underspend.

#### *Departmental Other Expenses*

Movements in Departmental Other Expenses are wholly attributable to:

- Determinations issued by the Remuneration Authority relating to Ombudsmen remuneration and to decisions by Parliament regarding the number of Ombudsmen appointed at any one time. There is presently one permanent Ombudsman.

## *Capital Expenditure*

Movements in the provision for capital expenditure follow:

- The 2018/19 Estimates provides for an increased capital provision from \$2.321 million to \$2.521 million for improving security, corporate support, and case management IT system.
- The 2019/20 Estimates provides for an increased capital provision from \$1.882 million to \$2.082 million, for an accounting adjustment, monitoring places of detention, and international support and leadership.
- The 2020/21 Estimates provides for an increased capital provision from \$1.256 million to \$1.456 million, for enhanced complaints oversight for Oranga Tamariki, corporate support, technology infrastructure support, and monitoring places of detention.
- The 2021/22 Estimates provides for an increased capital provision from \$2.773 million to \$2.973 million, for a temporary MIQ inspection resource, a temporary investigation resource, improving security, and increased accommodation costs.
- The 2022/23 Estimates provides an increased capital provision from \$1.781 million to \$3.035 million, for a temporary OPCAT inspection resource, a Protected Disclosures Act investigation resource, office accommodation, enhanced complaints oversight for Oranga Tamariki, and technology infrastructure support.
- The 2023/24 Estimates provides an increased capital provision from \$200,000 to \$2.583 million, for office fitout, ICT hardware replacement, and ICT software projects.

## Part 2 - Details of Departmental Appropriations

### 2.1 - Departmental Output Expenses

#### Investigation and Resolution of Complaints About Government Administration (M78) (A31)

##### *Scope of Appropriation*

This appropriation is limited to the investigation, resolution of complaints and the provision of advice relating to central and local government administrative actions, monitoring compliance with international conventions, and the provision of advice and support for international ombudsman communities and forums.

##### *Expenses and Revenue*

	2022/23		2023/24
	Final Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	47,300	47,300	53,765
Revenue from the Crown	47,300	47,300	53,765
Revenue from Others	-	-	-

##### *What is Intended to be Achieved with this Appropriation*

This appropriation is intended to achieve investigation, review and inspection of the administrative conduct of state sector agencies, and provision of advice and guidance in order to ensure people are treated fairly in New Zealand.

##### *How Performance will be Assessed and End of Year Reporting Requirements*

	2022/23		2023/24
	Final Budgeted Standard	Estimated Actual	Budget Standard
Assessment of Performance			
Improve public sector capability to do its work and make decisions - number of requests for advice or comment from public sector agencies responded to	350	300	350
Improve the conditions and treatment of people in detention - number of inspections and visits to places of detention (see Note 1)	70	80	90
Ensure official information is increasingly available and not unlawfully refused - number of official information complaints completed (see Note 2)	2,000	1,600	1,900
Ensure good decision making and processes - number of Ombudsman Act 1975 (OA) complaints completed	3,200	3,200	3,200

Note 1 - Inspections and visits to places of detention are expected to increase in line with the ongoing development of this area to meet the additional designation for courts and aged care facilities.

Note 2 - While official information complaints are expected to remain at significantly high levels (as a result of a variety of factors including COVID, Cyclone Gabrielle, recent machinery of government structural changes), some of the surge from COVID is now easing.



### *End of Year Performance Reporting*

Performance information for this appropriation will be reported by the Office of the Ombudsman in the Annual Report to be presented in the House.

### *Current and Past Policy Initiatives*

Policy Initiative	Year of First Impact	2022/23 Final Budgeted \$000	2023/24 Budget \$000	2024/25 Estimated \$000	2025/26 Estimated \$000	2026/27 Estimated \$000
Temporary investigation resource	2024/25	-	-	797	797	-
Retain trained, experienced staff	2023/24	-	2,563	2,563	2,563	2,563
Office accommodation	2023/24	-	325	325	325	325
Expense transfer from 2022/23 underspend	2023/24	-	5,413	150	-	-
Temporary MIQ inspection resource	2022/23	452	-	-	-	-
Temporary OPCAT inspection resource	2022/23	1,070	-	-	-	-
Protected Disclosures Act investigation resource	2022/23	1,921	1,934	1,934	1,934	-
International support and leadership	2022/23	-	1,061	921	1,061	-
Retain trained, experienced staff	2022/23	939	939	939	939	-
Office accommodation	2022/23	638	659	659	659	-
Expense transfer from 2021/22	2022/23	3,810	-	-	-	-
Temporary investigation resource	2021/22	797	797	797	-	-
Retaining trained and experienced staff	2021/22	765	765	765	-	-
Improving security	2021/22	1,108	1,108	1,108	-	-
Office accommodation	2021/22	251	251	251	-	-
Adjustment for capital charge	2021/22	(127)	(128)	(128)	-	-
Enhanced complaints oversight over Oranga Tamariki	2020/21	8,075	8,075	8,075	-	-
Corporate support	2020/21	1,966	1,966	1,966	-	-
Technology infrastructure support	2020/21	466	466	466	-	-
Retaining trained and experienced staff	2020/21	707	707	707	-	-
Office accommodation	2020/21	49	49	49	-	-
Retaining trained and experienced staff	2019/20	370	370	370	-	-
Monitoring places of detention	2019/20	9,196	9,196	9,196	-	-
International support and leadership	2019/20	1,091	-	-	-	-
Increased accommodation costs	2019/20	74	74	74	-	-

### *Reasons for Change in Appropriation*

The increase in this appropriation for 2023/24 is mainly due to:

- \$5.413 million expense transfer from 2022/23 underspend
- \$2.563 million for retaining trained, experienced staff, and
- \$325,000 for increased accommodation costs.

## 2.2 - Departmental Other Expenses

### Remuneration of Ombudsmen PLA (M78) (A31)

#### *Scope of Appropriation*

This appropriation is limited to remuneration expenses for the Ombudsmen as authorised by sections 8 and 9 of the Ombudsmen Act 1975.

#### *Expenses*

	2022/23		2023/24
	Final Budgeted \$000	Estimated Actual \$000	Budget \$000
Total Appropriation	505	505	506

#### *What is Intended to be Achieved with this Appropriation*

This appropriation is intended to achieve provision of remuneration payment to the Ombudsman as determined by the Remuneration Authority.

#### *How Performance will be Assessed and End of Year Reporting Requirements*

The Chief Ombudsman leads the performance of the Office. The performance of the Office's activities, including the above payment, is reflected in the information for departmental output appropriations.

#### *End of Year Performance Reporting*

Performance information for the Office will be reported in the Annual Report that is to be presented to the House.

## 2.3 - Departmental Capital Expenditure and Capital Injections

### Office of the Ombudsman - Capital Expenditure PLA (M78) (A31)

#### *Scope of Appropriation*

This appropriation is limited to the purchase or development of assets by and for the use of the Office of the Ombudsman, as authorised by section 24(1) of the Public Finance Act 1989.

#### *Capital Expenditure*

	2022/23		2023/24
	Final Budgeted \$000	Estimated Actual \$000	Budget \$000
Forests/Agricultural	-	-	-
Land	-	-	-
Property, Plant and Equipment	2,235	2,235	400
Intangibles	800	800	2,183
Other	-	-	-
<b>Total Appropriation</b>	<b>3,035</b>	<b>3,035</b>	<b>2,583</b>

#### *What is Intended to be Achieved with this Appropriation*

This appropriation is intended to achieve the provision of assets for the use of the Office of the Ombudsman.

#### *End of Year Performance Reporting*

Performance information for this appropriation will be reported by the Office of the Ombudsman in the Annual Report to be tabled in the House.

#### *Reasons for Change in Appropriation*

The decrease in this appropriation is mainly due to:

- \$200,000 for office fitout, and
- \$200,000 for ICT hardware replacement.

*Capital Injections and Movements in Departmental Net Assets***Office of the Ombudsman**

Details of Net Asset Schedule	2022/23 Estimated Actual \$000	2023/24 Projected \$000	Explanation of Projected Movements in 2023/24
Opening Balance	13,242	15,023	
Capital Injections	1,781	-	
Capital Withdrawals	-	-	
Surplus to be Retained (Deficit Incurred)	-	-	
Other Movements	-	-	
<b>Closing Balance</b>	<b>15,023</b>	<b>15,023</b>	