



PRESS RELEASE

The New Zealand Office of the Ombudsman visits Samoa

Apia, Friday 8 September 2023: The New Zealand Office of the Ombudsman (NZOOTO) visits the Office of the Ombudsman (the Office) basically to assist in strengthening Human Resources related areas. Generally the primary objective of the visit were to: gain greater role clarity to ensure that they are fit for purpose in accordance with the Office mandates; and to align functions and specific responsibilities to ensure clarity of role deliverables, eliminating any potential overlaps and gaps to ensure performance and systems are fit for purpose, and encourages engagement.

This was the second visit from the NZOOTO to our Samoa Office following their visitation in September 2022 where initial discussions forms the basis of this visit outlining how the NZ Ombudsman will assist and support the Office of the Ombudsman/NHRI Samoa particularly in the area of human capacity and essential resource needs.

The Objectives of the training were to:

- Provide role clarity regarding the accountabilities and responsibilities of your roles and job descriptions and ensure they are fit for purpose and in accordance with our Office mandates.
- Ensure performance management frameworks and systems are working well for the Office, and encourage good engagement
- Improve the alignment between functional accountabilities and role responsibilities to clarify role deliverables, eliminate overlaps and understand any gaps
- To recommend and support the implementation and delivery of any changes identified.

The expected outcomes of the training include:

- Achieve for all staff role clarity – eliminating overlap of work in job descriptions, fit for purpose and in accordance with the Office mandates.
- Finalise & have in place an effective performance management framework system for the Office

- Reflect clarified role deliverables in all staff job descriptions that align functional accountabilities and role responsibilities.
- Support implementation and delivery of objectives identified.

The Acting Ombudsman Maualaivao P Seiuli wishes to acknowledge our partnership with NZOOTO with special thanks to Ms. Julia Komugabi and Ms Christine (Chris) Denny for facilitating the training and meeting the Office staff.

Finally, a Report will be issued by NZOOTO and the facilitators meanwhile, safe travels and return to Aotearoa.

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