



MO LE SILAFIA QUARTERLY



OCTOBER - DECEMBER 2025 ISSUE 4

Komesina o Sulufaiga

INTERNATIONAL HUMAN RIGHTS DAY - 10 DECEMBER 2025



Office Green Drive to Mapuifagalele



AFIGOA LAGAFUAINA TAVITA

Talofa lava.

It is my pleasure to present this edition of the MLS Newsletter covering the period October to December 2025.

This issue highlights the Office's continued commitment to promoting good governance, protecting human rights, and strengthening public trust through our core functions.

During this quarter, the Office actively engaged in regional and international forums, while continuing to deliver on our mandate through complaint handling, special investigations, and prison outreach visits. Our capacity-building initiatives reflect our ongoing investment in human rights, gender justice, disability inclusion, and professional development.

I commend our dedicated staff for their professionalism and teamwork, as reflected in our in-house activities and awareness programmes delivered through radio, television, and community outreach. I thank our partners and stakeholders for their continued collaboration and support.

Manuia le Fa'aiuga o Ienei Tausaga 2025.

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The Office of Ombudsman and National Human Rights Institution (Office), in collaboration with the United Nations Office of the High Commissioner of Human Rights (OHCHR), ran a variety of activities in the lead up to International Human Rights Day, culminating with a full day of events on 10 December under the international theme 'Human Rights - Our Everyday Essentials'.

The celebrations on 10 December commenced with an exhibition of an art and poetry competition, followed by a screening of the documentary YUMI – The Whole World, which showcases the journey of students from the Pacific who demanded legal accountability for climate change at the world's highest court. In the afternoon, an awards ceremony was held for the art and poetry competitions, Trivia, and to announce the winners of the Office's annual Human Rights Champion Awards (see page 12 for the Award winners).

For more details on International Human Rights Day, see <https://www.ombudsman.gov.ws/wp-content/uploads/2026/02/English.pdf>



INTERNATIONAL SYMPOSIUM ON OMBUDSMAN PRINCIPLES AND PRACTICES - 13 NOVEMBER, 2025

As part of Ontario (Canada) Ombudsman's 50th Anniversary celebrations, the investigation arm was invited to participate in an international symposium on Ombudsman Principles and Practices. Moderated by Montréal Ombudsman and Acting IOI President Nadine Mailloux, the discussions focused on two key themes:

- Democracy and the Essential Role of the Ombudsman Institution – highlighting collaboration, international standards, and the value of Ombudsman work in the face of modern challenges; and
- Best Practices and New Frontiers in Complaint Handling – exploring proactive communication, new technologies, and ways to measure effectiveness.

It is a difficult time for Ombudsmen around the world, as we witness time and time again the increasing challenges to the independence of the institution on numerous fronts. It was very encouraging to hear interventions from fellow Ombudsmen in the different Canadian provinces, cementing the notion that “accountability is the essence of democracy”.

We are grateful to Ontario Ombudsman for this comprehensive, engaging and thought-provoking experience and congratulate the Office on reaching this significant milestone of 50 years of service.



(L-R) Acting Ombudsman Lagafuaina Tavita with Investigating Team attending the Symposium online



Ombudsman Investigation Team participating and sharing experiences with international counterparts



SIU PRISON VISIT – ENSURING EVERY VOICE IS HEARD

17 OCTOBER, 2025

The Special Investigations Unit (SIU) led by Lagafuaina Tavita (SIU Director), together with Leota Taalo Leota (Principal Investigations Officer) and Murphy Siupolu (Senior Investigations Officer), visited Tanumalala Prison on 17 October 2025 to ensure that the voices of those behind bars are not forgotten.

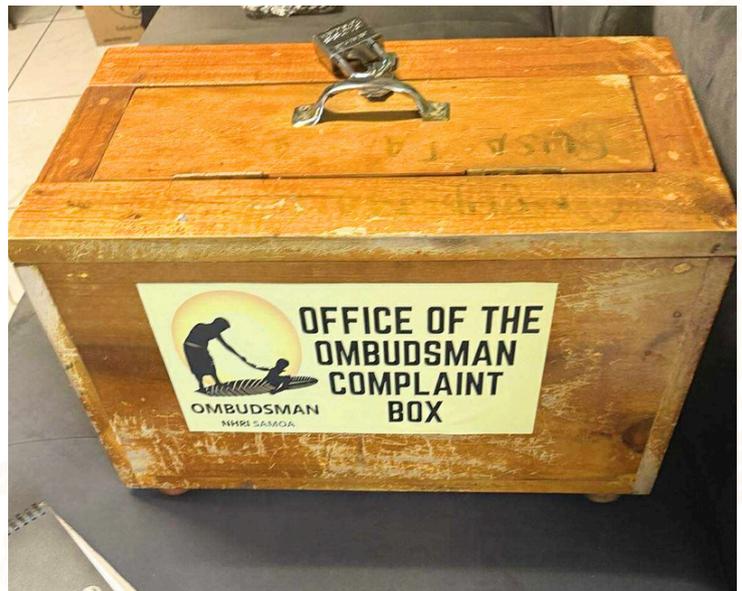
With quiet dignity, a few inmates came forward to share their concerns through the OMB Complaint Box — a small but powerful reminder that every person, no matter where they are, deserves to be heard.

The Team's presence reflected our shared belief that human dignity does not end at the prison gate, and that listening with compassion can bring light to even the darkest places.

Every story matters. Every voice counts.



(L-R) [1] SIU Team with Acting OIC Tanumalala Soloi Tuimaunei [2] OIC Olomanu Juvenile Center with Leota T. Leota



(L-R) [1] SIU Director Lagafuaina Tavita and Senior Investigator Murphy Siupolu in discussion with a Tanumalala complainant [2] An image of the assigned Complaint Box at the Tanumalala Prison

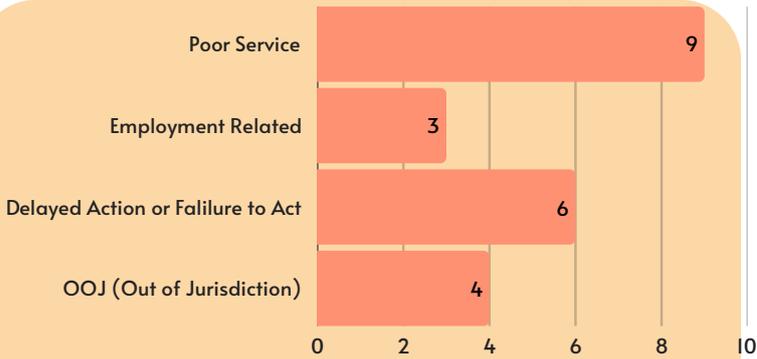


STATISTICS

COMPLAINTS OVERVIEW (OCTOBER – DECEMBER 2025)

GOOD GOVERNANCE UNIT: NATURE OF COMPLAINTS

Between October and December 2025, the Good Governance Unit (GGU) handled a total of 18 complaints, including 17 new and 6 carried over from the previous financial year. Of these, 12 were resolved and 6 remain active, with most out-of-jurisdiction cases relating to family, corporate, and court matters.

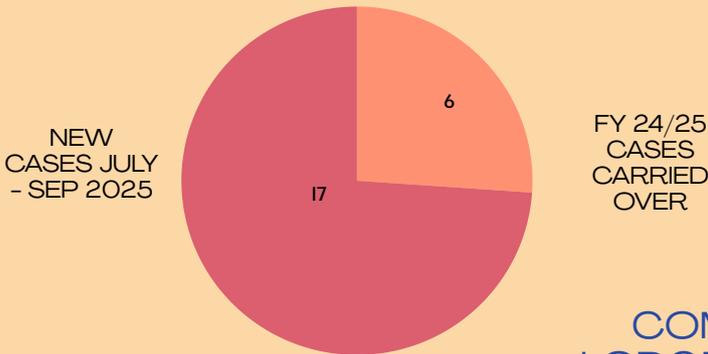


SPECIAL INVESTIGATIONS UNIT: NATURE OF COMPLAINTS

Between October and December 2025, the Special Investigation Unit (SIU) recorded 17 complaints, with 4 resolved through early resolution, 3 referred, 2 closed, 3 monitored, and 1 remaining active. Most complaints concerned prison matters, officer misconduct, and poor service, with one case found to be out of jurisdiction.



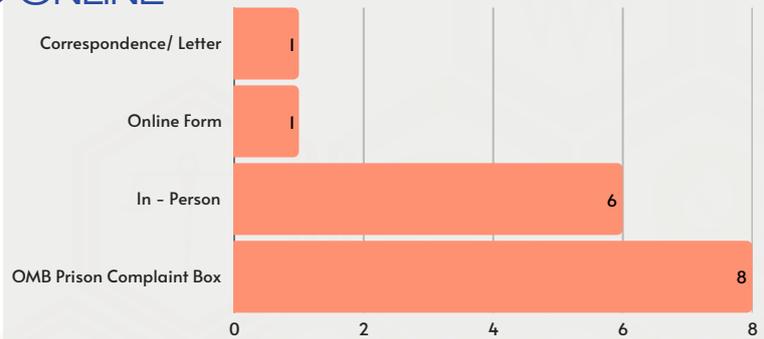
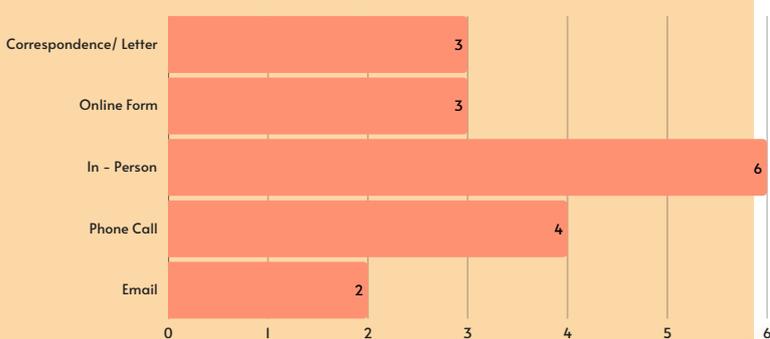
GGU INVESTIGATIONS FOR JULY – SEPTEMBER



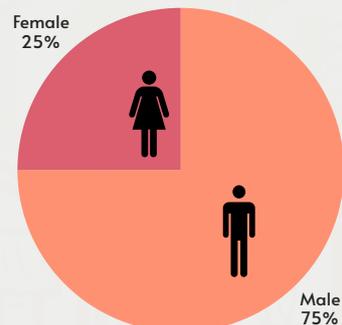
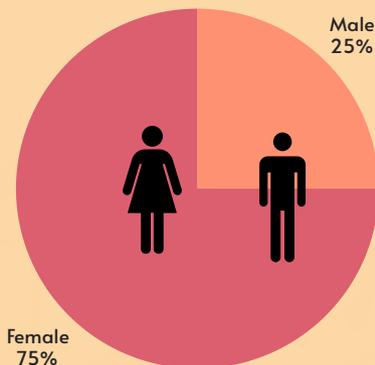
COMPLAINTS DURING THIS PERIOD WERE LODGED AGAINST THE FOLLOWING ENTITIES:



COMPLAINT LODGED ONLINE



GENDER COMPLAINT



COMPLAINT HANDLING

YOUR VOICE MATTERS: HOW TO LODGE A COMPLAINT?

If you have been **treated unfairly** by a government ministry, public body, or official, the Office of the Ombudsman is here to help.

You can lodge your complaint by:



-  Visiting our office: Level 2, SNPF Plaza, Savalalo
-  Writing a LETTER and address: The Office of the Ombudsman Samoa, PO BOX 3036, APIA, Samoa
-  Calling: (+685) 25394 & 23317
-  Emailing: complaints@ombudsman.gov.ws OR
-  Filling a complaint form on our website:
<https://www.ombudsman.gov.ws/lodge-a-complaint/>

Please visit our website for our full complaint handling process
<https://www.ombudsman.gov.ws>



Good Governance Unit (GGU)

Purpose of the Good Governance Unit

- 1 The Good Governance Unit aims to ensure that public institutions effectively deliver their mandates while satisfying public expectations. It focuses on promoting principles such as transparency, accountability, and responsiveness in governance.

Core Attributes of Good Governance

- 2 Key attributes of good governance include transparency in actions, accountability to the public, responsible management of resources, active participation of citizens, and responsiveness to the people's needs. These elements are fundamental in fostering trust and integrity in governmental functions.

Limitations of Investigation

- 3 The Good Governance Unit does not have jurisdiction over private individuals, court decisions, or statutory tribunal outcomes. Additionally, it may refuse to investigate complaints based on criteria such as the existence of another remedy, the age of the complaint, and lack of public interest.

ALL OUR SERVICES ARE FREE OF CHARGE !!



SPECIAL INVESTIGATIONS UNIT (SIU)



RECEIVING, INVESTIGATING AND DETERMINING ANY COMPLAINTS ABOUT A POLICE OFFICER, PRISON OFFICER OR OFFICER OF OTHER PRESCRIBED DISCIPLINED FORCE;



CARRYING OUT ANY OTHER FUNCTIONS, DUTIES OR POWERS UNDER ANY OTHER ACT OR AS ARE PRESCRIBED BY REGULATIONS.



HUMAN RIGHTS FUNCTIONS OF THE OFFICE OF THE OMBUDSMAN

Promote public awareness of human rights and efforts to combat all forms of discrimination or corruption through information and education.



Samoa Office of the Ombudsman National Human Rights Institution
ANNUAL STAKEHOLDER SURVEY



Inquire into and report on alleged violations of human rights.

Participate in judicial proceedings, with court approval, as a friend of the court or as a party where human rights issues arise.



Visit all public and private places of confinement or detention, whether voluntary or involuntary.

Consult, engage and cooperate with civil society organisations, including business, labour, ethnic, minority, and academic institutions.



Cooperate with other national, regional and international human rights bodies.

Advise Government on any matter referred to the Ombudsman, considering available resources and priorities.



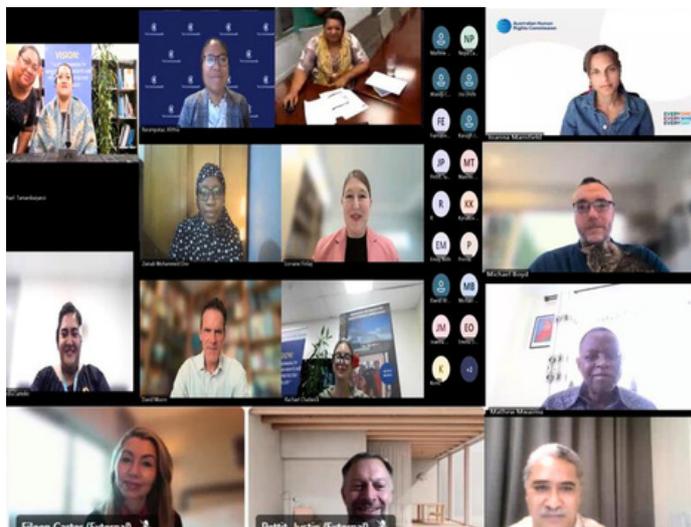
Produce and publicise reports on any of these functions.

Carry out any other human rights functions or activities necessary to fulfil these duties under the Act.



HUMAN RIGHTS

COMMONWEALTH FORUM OF NATIONAL HUMAN RIGHTS INSTITUTIONS (CFNHRI) WEBINAR “DISINFORMATION AS A THREAT TO HUMAN RIGHTS IN THE CONTEXT OF ELECTIONS” - 1 OCTOBER, 2025



Acting Ombudsman and Chairperson Lagafuaina Tavita Addressing the CFNHRI Webinar with the Participants from member countries,

As the current Chair of the Commonwealth Forum of National Human Rights Institutions (CFNHRI), the Office successfully hosted a regional webinar on the timely and pressing issue:

“Disinformation as a Threat to Human Rights in the context of elections”

The event was chaired and opened with remarks from Acting Ombudsman, Ms. Lagafuaina Tavita, who emphasized the growing challenge of disinformation in undermining democratic institutions and human rights globally.

“Voters must have accurate information about parties, candidates and government activities to ensure rights to free and fair elections are upheld,” said Ms. Tavita. “At the same time, measures to combat disinformation must not infringe upon the fundamental right to freedom of expression. These are difficult issues for NHRIs, but they are essential to the resilience of our democracies.”

The webinar featured a distinguished panel of experts from across the Commonwealth, including:

- Ms. Alithia Barampataz, Human Rights Officer, Commonwealth Secretariat
- Mr. David Moore, Vice-President, Legal Affairs, International Centre for Non-Profit Law (ICNL)
- Dr. Lorraine Finlay, Human Rights Commissioner, Australian Human Rights Commission
- Dr. Eileen Carter, National Coordinator, South African Human Rights Commission
- Ms. Mauga Mulitalo Fetogi R. Vaai, Deputy Electoral Commissioner, Samoa Office of the Electoral Commission

Speakers shared valuable perspectives on how to balance the fight against misinformation and disinformation with the protection of freedom of expression, drawing from lessons learned in electoral contexts across the Commonwealth. They also highlighted the important role of NHRIs in safeguarding democratic institutions.

The discussion was moderated by Ms. Rachael Chadwick, Human Rights Legal, Policy & Data Analyst at the Ombudsman’s Office, with closing reflections from Ms. Ulugia Rosa Toese, Director of the Human Rights Unit. This dialogue reaffirmed CFNHRI’s commitment under the Apia Declaration to foster resilient democratic institutions that uphold democracy, human rights, and the rule of law. It also strengthened regional collaboration to address the growing global threat of disinformation while ensuring that fundamental human rights are protected.

ALL OUR SERVICES ARE FREE OF CHARGE !!

HUMAN RIGHTS

SAMOA GENDER JUSTICE AND SOGIESC WORKSHOP 2025

16–18 OCTOBER 2025 | TANOVA TUSITALA HOTEL, APIA

Representatives from the Office of the Ombudsman/NHRI Samoa, Ulugia Rosa Toese and Ellenlina Moala Tumua, attended the Samoa Gender Justice, Universal Human Rights, and Sexual Reproductive Health Rights Workshop, held from 16–18 October 2025 at the Tanoa Tusitala Hotel.

The three-day training, coordinated by Brown Girl Woke and convened by DIVA for Equality through the Pacific Feminist SRHR Coalition, brought together participants from Samoa and across the Pacific to strengthen understanding and collaboration on Gender Justice, Sexual and Reproductive Health Rights (SRHR), and Sexual Orientation, Gender Identity, Expression, and Sex Characteristics (SOGIESC).

The workshop provided valuable discussions on feminist frameworks, intersectionality, and inclusive approaches to human rights. NHRI Samoa was the only government agency represented, demonstrating its ongoing commitment to promoting equality and protecting the rights of all people, including members of the Fa'afafine and Fa'atama communities.

Participants also developed concept notes and action plans focusing on inclusive education, youth empowerment, and the establishment of a Pacific Pride Hub—a safe space for persons with disabilities who identify as SOGIESC. The Office looks forward to strengthening collaboration with local partners such as the Samoa Fa'afafine Association (SFA) to advance awareness on gender-based violence, access to health services, and the inclusion of all voices in national human rights dialogue.

"It is important that when we speak about human rights, we include everyone in those conversations," said the NHRI team.



(Above) Smiles from Workshop Participants and (Below) Presentations from Groups with NHRI Director Ulugia Rosa Toese and Principal Human Rights Adviser Ellenlina Moala Tumua



info@ombudsman.gov.ws

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HUMAN RIGHTS & DISABILITY INCLUSION

11 NOVEMBER, 2025

Our special Ombudsman team had the privilege of attending the Training on Human Rights and Disability Inclusion Across the Work of the UN and the Ombudsman, held at the Sheraton Aggie Grey's Hotel on 11 November 2025. The training, facilitated by Ms. Momoko Nomura (Human Rights Adviser, OHCHR) and Ms. Mata'afa Fa'atino Utumapu (General Manager, NOLA), delivered valuable insights on strengthening disability inclusion and promoting the rights of persons with disabilities.

Through interactive discussions and real-life case studies, participants explored practical ways to integrate inclusion into policies, services, and everyday work — ensuring alignment with international human rights standards. A reminder from UN Secretary-General António Guterres:

“Inclusion is not a privilege for a few; it is a right for all.”



Happy smiles from the participants of the Human Rights and Disability Inclusion Training Sheraton Aggie Grey's Hotel.

GENDER BASED VIOLENCE TRAINING - 19 NOVEMBER, 2025

The NHRI team joined the Human Rights-Dev Colab Conversation, which is a collaborative learning platform for human rights and development practitioners to exchange experiences, spark innovation and co-create solutions on the topic of NHRIs and Digitalization. The team shared their experience on the HURIDOCs digital system that was set up with the support of The Pacific Community (SPC). We are grateful to UNDP for this opportunity to learn and share knowledge on this platform. Also during the day, we participated in a Gender Based Violence (GBV) training facilitated by the Ministry of Women to commemorate 16 Days of Activism. This is aimed at equipping everyone with GBV knowledge, policies and frameworks as well as Prevention and Responsive pathways. Malo lava to MWSCD for this session.

Visit our website for additional resources available on GBV and family violence including our 2018 National Public Inquiry Report on Family Violence and our 2021 Talanoa Tool kit that encompasses conversations about addressing violence in Samoan communities.



Happy smiles from all the wonderful Participants at the Gender Based Violence Training

HUMAN RIGHTS

INTERNATIONAL HUMAN RIGHTS DAY - 10 DECEMBER 2025

Samoa's 2025 Human Rights Champions

On International Human Rights Day, our office recognised the following individuals and organisations as Human Rights Champions for 2025.

Luna-Rossa Lomitusi-Ape Young People's Human Rights Champion

Luna was chosen in recognition of her outstanding contributions to the promotion and protection of human rights in the area of climate action and sustainable entrepreneurship.



Goshen Trust Community Human Rights Champion

The Goshen Trust was selected in recognition of the organisation's unique contributions to the promotion and protection of human rights in the area of mental health and quality care. The award was accepted by Naomi Eshraghi, CEO Goshen Trust.



Rudy Bartley Media and Creative Arts Human Rights Champion

Rudy was awarded the Media and Creative Arts Human Rights Champion Award posthumously in recognition of his exceptional contribution to the promotion and protection of human rights in the area of press freedom and educational awareness. Rudy's mother, Margie Bartley, accepted the award on his behalf.



Women in Business Development Inc (WIBDI) Business and Human Rights Champion

WIBDI was selected for this year's Business and Human Rights Champion in recognition of the organisation's outstanding contributions to the promotion and protection of human rights in the area of sustainable entrepreneurship and equal employment. Fumiaono Rosalia Me, WIBDI Culture & Protocols Adviser, accepted the award on behalf of WIBDI.



Tiara Tuulua Komesina o Sulufaiga Award

Tiara was chosen as the 2025 Komesina o Sulufaiga Award recipient in recognition of her exceptional contributions to the promotion and protection of human rights in the area of quality care, maternal health, and the rights of the child.



DUTY TRAVEL

APF 30TH ANNUAL GENERAL MEETING & BIENNIAL CONFERENCE NOV 11 -13, 2025



(L-R Standing 1st Row) Directors: Loukinikini V Lewaravu, Fiji & Ulugia Rosa Toese, NHRI Samoa & Participants of the APF NHRIs Forum.

On November 11-13 2025 the Asia Pacific Forum of National Human Rights Institutions (APF), together with the Human Rights Commission Fiji (FHRADC), hosted the 30th APF Annual General Meeting and Biennial Conference at the Sheraton Resort, Nadi, Fiji. The AGM brought together APF member institutions from across the region to review the year's activities and consider key strategic and operational matters. The Office of the Ombudsman Samoa was represented by Ulugia Rose Toese, Director of the National Human Rights Institution (NHRI).

Fa'afetai tele lava to the APF and FHRADC for hosting an engaging and productive regional gathering.

DUTY TRAVEL – FIJI | HUMAN RIGHTS & CLIMATE MOBILITY – 2 - 4 DECEMBER, 2025



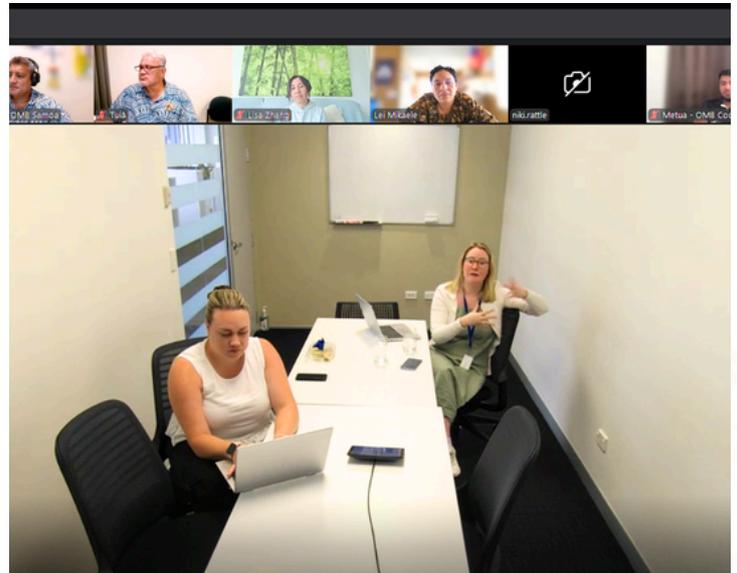
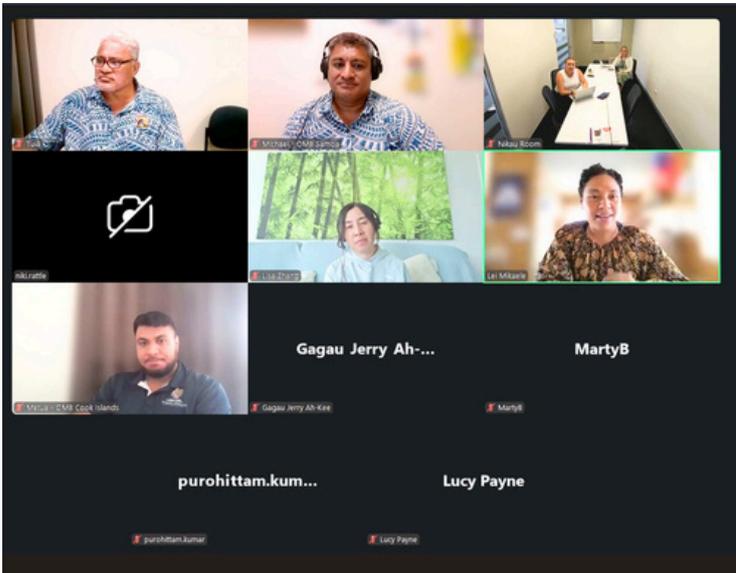
Bula from Nadi, Fiji! In December 2025, our Office participated in a regional workshop on Human Rights and Climate Mobility, joining National Human Rights Institutions and Ombudsman offices from across the Pacific. As the impacts of climate change continue to intensify across our region, the role of NHRIs remains vital in ensuring that government responses to climate mobility are rights-based, inclusive, transparent, and accountable. The workshop strengthened our understanding of the human rights dimensions of climate mobility, the application of international and regional human rights frameworks, and the use of regional guidance tools to support monitoring, reporting, and follow-up on human rights commitments. We extend our sincere appreciation to UN Human Rights Pacific for the opportunity to learn, share experiences, and collaborate with our Pacific partners.

PACIFIC COMMUNITY OUTREACH HUI 2025

The Office of the Ombudsman Samoa is pleased to share that the Pacific Community Outreach Hui was held via Zoom on 25 November, chaired by the Director of Engagement and Communications Unit (ECU) Tupuola Toetu Tuia with support from the ECU team, Gagau Jerry Ah Kee and Michael Tamanikaiyaroi. The Hui brought together three country offices Samoa, the Cook Islands, and New Zealand and despite the small number, the depth of discussion and updates provided extensive insight into the important work carried out across our communities.

We acknowledge the participation of Ombudsman Niki Rattle (APOR President) and Investigations Officer Metua from the Cook Islands, as well as representatives from the New Zealand Office of the Ombudsman: Lisa Zhang, Marty B, Lei Mikaele (Senior Pacific Engagement Advisor), and Lucy Payne (Programme Officer). The Cook Islands shared valuable information on their outreach initiatives, including the significant role of the Police Act 2012 in recruitment and community engagement, while New Zealand highlighted its Two-Part Engagement Approach involving core service providers and the wider public functions of the Office.

These exchanges underscored our shared purpose and strengthened regional collaboration. As poignantly expressed by APOR President Ombudsman Niki Rattle, “*We are the Protector of the People,*” a message that perfectly captured the spirit of the Hui. With the festive season approaching, we extend our warmest wishes to all participants, their families, and loved ones, and we look forward to reconnecting at the next Pacific Community Outreach Hui in 2026.



A window to the online meeting with counterparts from across the Asia Pacific Region

UNITED NATIONS DAY SAMOA - 24 OCTOBER, 2025

Happy 80th year anniversary United Nations Charter – highlighting eight decades of global cooperation, with the focus on peace, sustainable development, and human rights. accordingly the theme revisited multiculturalism to tackle modern global challenges. We acknowledge and thank you for your significant contributions to human rights and social progress in Samoa.



Group Photo moment for participants at the United Nation Day celebration 2025

FAREWELL: JOHN MATAIA WORK ATTACHMENT 1

NOV 14, 2025

The Office warmly bid farewell John Mataia, who successfully completed his Work Experience Attachment with us through The National University of Samoa (NUS). John showed great enthusiasm, professionalism, and a strong willingness to learn especially in IT, multimedia, and design. His positive attitude and commitment were truly appreciated by our team.

Final words of advice and gifts were presented by the Acting Ombudsman Lagafuaina Tavita, who also shared words of encouragement for John's future as part of his farewell. This was followed by lunch arranged by the Social Committee. We extend our most sincere thanks to NUS for the partnership and for preparing students like John for the workforce.

Fa'afetai tele lava John - we wish you the very best and success in your future IT career.



(L-R) [1] Mr. John Mataia with Acting Ombudsman afioga Lagafuaina Tavita [2] Mr. John Mataia at the podium giving his emotional thank you to the Office

AWARENESS PROGRAM WITH RADIO 2AP & TV9

26 NOVEMBER, 2025

The Humans Rights and Engagement & Communications Unit teams presented on Radio 2AP & TV 9 on 26 November 2025 and shared information about the office's events for Human Rights Day 2025 in December. The program also dropped hints on how to participate and answer the Trivia Quizzes on TV5.



(L-R) Afoa Gagau Jerry Ah Kee, Ulugia Rosa Toese, Michael Tamanikaiyaroi and Snr. Radio & TV personality Mauisiisii Leutu Mose.

(L-R) Afoa Gagau Jerry Ah Kee, Michael Tamanikaiyaroi with Pisa - Social Media Executive & Miracle - Trend Media during the Office's Awareness Program

IN-HOUSE MATTERS

PINKTOBER – 1 OCTOBER, 2025



In honor of Pinktober in the month of October, staff of the Office of the Ombudsman proudly wore pink to raise awareness and show support for the fight against breast cancer under the theme: “Together in Pink, United in Hope.” Breast cancer remains the most common cancer among women in Samoa, with cases increasing from 8 per 100,000 in 2007 to 31.3 per 100,000 in 2020. In 2023 alone, 36 women were diagnosed—representing nearly one-third of all female cancer cases in the country.

Pinktober serves as a powerful reminder of the importance of early detection, regular check-ups, and community support. By standing together, we honor survivors, remember those we have lost, and inspire hope for a future where more lives are saved. The Office remains committed to using its platform to promote awareness, empower communities, and encourage proactive health practices.

WORLD MENTAL HEALTH DAY – OCTOBER 10TH 2025



The Office of the Ombudsman proudly dressed in green to mark World Mental Health Day 2025 under the global theme: **“Mental health in humanitarian emergencies.”** highlighting the urgent need for support during crises. The focus was on integrating mental health and psychosocial support into disaster responses to protect, restore, and maintain well-being.

To honor this important day, our staff also took part in a calming Tai Chi meditation session, promoting mindfulness, relaxation, and overall well-being. Let’s continue to raise awareness, break the stigma, and support each other’s mental health every day.

IN-HOUSE MATTERS

END OF YEAR OFFICE PARTY

DEC 12, 2025

End of the year party was held at the Ombudsman residence which was hosted by the Social Committee. Staff exchanged Christmas gifts and a few were awarded prizes for their achievement.



Ellenina Moala Tumua - Employee of the Year Award



Gagau Jerry Ah - Kee - Professional Translator Award



Nepa Camilla Papalii - Hardworking Smoker Award



Rosuweti Galuvao - Motivational Hiker Award



Murphy Siupolu - Drunken Master Award



Rachael Chadwick - Exemplary Award

MO NI ISI FA'AMATALAGA - FOR MORE INFORMATION

O FEA E TU AI LE TATOU OFISA O SULUFA'IGA - WHERE WE ARE LOCATED



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