



WASDOK NIUS



EYE WITHIN



September 2011 Edition

Happy 36th Anniversary PNG!

Independence celebration a time to reflect on our contribution to the country

All across the country, everyone turned up in traditional attires and the famous red, black and gold colours in celebration. September is a special month for Papua New Guinea as this is the month when preparations gained momentum for self-government from the colonial rule. Many started celebrating two days prior to the actual day, which is 16 September.

around to commemorate PNG's Independence Anniversary, it was a quiet one for OC officers. The special event was marked with cutting of cake and sharing of experiences from those present on the day PNG's flag was raised for the first time.

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See also pictures on pages 6 & 7

While there was singing and dancing all



One of the participants making a comment during the leadership capacity building workshop held in Kerema early this month. See story on page 5.

VISION

Fair, just and effective leadership and good governance in Papua New Guinea.

MISSION

To promote and foster quality leadership and good governance and strengthen respect for Rule of Law in accordance with Section 218 of the Constitution.

The Ombudsman Commission is committed to (6) fundamental values in all dealings with government bodies, the private sector, members of the public and the leaders.

The values uphold are;

- ◇ Impartiality
- ◇ Integrity
- ◇ Independence
- ◇ Accountability
- ◇ Responsiveness
- ◇ Respect

[Ombudsman Commission Strategic Plan 2011-2015]

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Good leadership provides good governance



Seen in this picture are grade 10 students of Kerema High School going for remedial classes. (Inset), one of the buildings within the school premises.

With the government's proposed free education policy, there will be more students enrolled. However, are the school facilities in a state to cater for the large number of students that would enrol? If this is the face of urban schools, imagine what it is like in the rural areas.

Gulf is one of the provinces that share border with Port Moresby and it is the only province that is linked to the nation's capital city by road. With such accessibility and closeness, one would expect the town of Kerema to follow from Port Moresby in terms of development.

After 36 years of independence, Kerema town has experienced very little development. If you are new to the province you can easily mistake it for an out station. A popular tune of one of Gulf's local artist that goes '*Kerema yu no save yu yet kam na lukim*' says it all. You got to be there to see what it's like.

Since the closure of Bank South Pacific, the only commercial bank that used to operate in the province, it is very difficult for people to do business. They risk their lives travelling to and fro Port Moresby to do banking. And because of the bad state of the road, people travel by boat seeking services that are unavailable in their provincial capital. There has been so many incidents involving travelling passengers at sea which saw many lives lost.

Gulf is one of the provinces that is involved in the Liquefied Natural Gas project that is underway and it is expected to benefit from it. The town itself needs a facelift in preparations for the spin off benefits from the project.

One will ask why after so many years the town of Kerema is still at this state. One factor that slows progress in development is leadership. Where there is good leadership, good decisions are made hence the community at large benefits. The type of leadership can be seen through the development that takes place.

editorial

Welcome to September's edition of
Wasdok Newsletter

We hope you have enjoyed last month's edition.

This month was an exciting month for the Commission and the rest of PNG as people celebrated the country's 36th anniversary.

Coinciding with independence, OC engaged a consultant on 15 September to progress work on the Terms & Conditions. We are hoping for some positive outcome of his consultancy work.

We also welcome onboard Fred Pennington and Joe Apo - Trainee lawyer from LTI.

Happy reading!

Editor

Hagen office celebrates with students

While officers at the head office had two big cakes to mark the independence day, Highlands Regional Office was invited to join the Hagen Secondary School in their independence celebration.

Regional Manager, Bill Kapen was invited as the guest speaker at the ceremony.

Mr Kapen talked to students and the general public about the Integral Human Development as one of the five national goals and directive principals. He also spoke on the Ombudsman concept and the need that such an independent body was established.

Present on that day were CIS officers from Baisu, Provincial Police Commander, Provincial Administrator, and dignitaries from the Western Highlands Education Division.



OC's Terms & Conditions finally progress



Mr Schulthorp swearing the oath of secrecy

The long awaited moment to see progress on the Terms and Conditions Project has arrived with the signing of a contract between Mr Harry Schulthorp of Merit Enterprises and the Commission. Mr Schulthorp is engaged to progress work on the Terms and Conditions and related Pay Policy Matters as specified in his Terms of Reference.

With trust and confidence in Merit Enterprises to do the work, Ombudsman John Nero looks forward to the outcome of con-

sultancy work that will be carried out by Mr Schulthorp.

Chief Ombudsman said Terms and Conditions has been a pressing issue and with Mr Schulthorp onboard he will assist Commission to deliver on the matter.

Mr Schulthorp thanked the Commission for having confidence in him and is looking forward to fulfilling what is expected of him. His immediate priority would be to look into pay related issues.

Executive Officer

Fred Pennington joined the Commission this month as Executive Officer of the Commission. Fred has always wanted to work for the Commission and his dream came true when he was accepted to occupy the position of EO, one of the vacancies that has been pending since March 2009.

The Commission when officiating at the signing of oath & contract, welcomed Fred and stressed the importance of his position in the work of the Commission. It is a position that 'test seal of lips of the business of the Commission' as he will be exposed to critical information and the signing of the legal documents bind him and the Commission together.

Chief Ombudsman further stressed that the release of information can only be done by the Commission.



Fred Pennington signing his contract before the Commission in the presence of HRM and DLS.

Officers challenged to contribute meaningfully to country's development

From page 1

Whilst we celebrate independence in different ways, it is important to reflect how much has been achieved in these so years. We have to ask ourselves how much we have contributed towards the progress of this country.

Members of the Commission when congratulating PNG on its anniversary challenged officers to reflect on how much they have contributed in the development of the country and how OC as an institution can assist deliver service to the people.

Ombudsman Phoebe Sangetari said as officers of the public service we have to look back and see if the much needed services have reached people after so many years.

Ombudsman John Nero also urged officers to think of them-

selves as energetic, vibrant and young leaders and contribute meaningfully to the development of the country. He threw a challenge to officers to give the service that PNG deserves. Ombudsman Nero said there needs to be a lot of discipline in all Papua New Guineans. He said, "We have to worry about what we can do for the country and not what the country can do for us."

Chief Ombudsman Chronox Manek stressed that there has to be unity among all. Officers have to work as a team and assist each other to deliver. He urged officers to give Commission the time it requires because hard-work comes with blessings. Ombudsman Manek also paid tribute to the pioneer leaders especially the founding father of this country Sir Michael Somare with the help of the others who brought this country to where it is now.





YOUR Health & Safety at Workplace

...with PPU Manager Albert Sambre

This edition will briefly cover the basic principles of health and hygiene hazards and practices at workplace. Note that while the emphasis is on health and hygiene at the workplace, same principles are applicable to our homes as well.

Occupational Health refers to maintaining your wellbeing and being free from work related illnesses and injuries. It covers preventive, treatment and rehabilitation measures, practices and methods.

Occupational Hygiene refers to you knowing the workplace risks and hazards and taking action/s to prevent, control or manage the situation.

Hazard is the potential of a substance to cause harm to your body. Risk is the likelihood of an adverse/negative effect occurring in a particular situation.

Some of the workplace hazardous substances which we have to be aware of include: solids, dusts, fumes, liquids, vapours, mists; gases.

Hazardous substances can have several effects on workers or employees:

- Local effects – harm caused by direct application of the hazardous substance on a part of the body
- Systemic effects – adverse effect on the body system such as blood circulatory system, digestive system, respiratory system
- Acute effects – These are adverse effects that occur very soon (immediately) after infection or contact with the hazardous substance
- Chronic effects – These are adverse effects that are prolonged or permanent and developed years after infection or exposure.

Some control measures and practices to adopt for good occupational hygiene practices in the workplace:

- Elimination – involves practices and processes to eliminate the hazard completely
- Substitution – replace hazardous materials with less hazardous ones
- Engineering out of the hazard – employ remote control from a safe distance or enclose and/or isolate dangerous hazardous materials
- Ventilation – control and apply proper ventilation at workplace
- Administrative control – adjust exposure period and frequency
- Personal protection – use respiratory, hearing and eye protection equipments and gears

Next edition will cover **work caused illnesses and communicable diseases**. Enjoy reading this column!

RECORDS CRITICAL TO OPERATION OF ORGANISATIONS

Seven (7) officers completed a weeklong workshop on 'Managing Current Records' conducted recently at the Madang Resort Hotel from 29th August – 2nd September 2011. The workshop was organised and facilitated by Unitech Development & Consultancy Limited (UDC) in association with Pacific Archives and Records Management (PARMS).

The participants include 6 officers from the Commission.

The workshop basically covered the following areas;

- the concepts of records and records control
- the principles and practices of a life-cycle records management
- outline the steps to be taken in developing or improving record keeping systems
- to establish best-practice procedures for the creation, maintenance and use of current records how to obtain more information on current records management issues.

The overall aim of the workshop was to help records officers, filing clerks and personal assistants identify procedures in creating and controlling files, handling documents, maintaining and using files, classification and coding of files.

The officers claimed the workshop to be an eye opener and a learning experience for them. It helped them to gain basic understanding of the importance of proper record keeping and having proper procedures and process in place.

With the basic knowledge and skills learnt at this workshop they hope to form an Archives & Records Management Working Committee that will look at improving the records management system of the Commission.

The officers acknowledged the Commission for seeing the need for training through the approval of the OC Training Policy.



OC Officers that participated include Gae Kila, Aroai Alu, Catherine Mamui, Vivien Forepiso, Rhona Steven and Judith Sauto.



Growth of a community depends on leadership

The Local Level Government (LLG) leadership capacity building workshop conducted in Kerema from 5 – 9 September 2011 appeared to be a first of its kind in the province for LLG leaders. The purpose of the workshop is to educate leaders of their roles and responsibilities. The theme of the workshop is promoting good governance through effective leadership.



Participants listen attentively as Mr Asisi goes through his presentation on the Leadership Code

Some leaders expressed disappointment that the workshop was late, but most of them agreed that it was timely and it would help a lot if current leaders are re-elected into office. They said most of the leaders do not know their roles and responsibilities as leaders and with the discussions held during the workshop they can be able to perform their duties well.

The workshop which was initially targeted for Central Kerema

LLG and Kerema urban LLG was extended to ward councillors, presidents and other community leaders from other LLG's who also turned up. They came as far as Kikori and Baimuru to attend the session.

Patterson Kassam from the Department of Provincial and Local Level Government Affairs was also part of the OC team that conducted the training. Mr Kassam took the participants

through the government system of PNG including PNG's Vision 2050 and the Medium Term Development Plans (MTDP). In his opening remarks Mr Kassam stressed that PNG has a good system of government but the problem is governance.

It was noted that LLG leaders struggle so much at their level to ensure government services reach their communities. The leaders admitted that not much progress was seen during the past years because good leadership was lacking in their government system.

"The growth of a community depends on what kind of leadership there is of a leader," said one of the ward councillors. There's so much to be done in the province and unless people in authority show good leadership this will pave way for the much needed services to reach the people.

The onus is on the leaders to try and understand their roles and responsibilities and at least minimize corrupt practices and provide strong leadership. It was stressed in the workshop that information is power and based on that leaders can make a difference.

When giving feedback on the roles and functions of the Commission, a councillor commented that people want to lodge complaints but the communication system is not very effective. They asked for a liaison officer to be based at the provincial administration to assist with complaints. They also want more awareness to be carried out in schools, rural areas and to the general public.

The participants were very pleased with the training during the workshop and have asked for more workshops of this kind to be held with leaders in Gulf province.



On the job training

Joe Apo from Loniu Village in Manus Province is a trainee lawyer from the Legal Training Institute of PNG. He is on a three weeks training attachment with Ombudsman Commission attached to Office of Counsel.

For Mr Apo, it was straight to business on his first day at work when he accompanied Counsel to the court house.

He has spent his first week with the Commission attending court sessions. Looks like he's learnt a lot so far!



36th Independence Special



It's double celebrations for us, born in 1975...



We'll reserve PNG colours for independence eve...
We'll reserve PNG colours for independence eve...



Happy birthday PNG...!



Trupla PNG meri...



Who says the boss wouldn't come in his attire.?

Where was I during independence in 1975?



Independence fever evident here...



36th Independence Special



Proud PNGian...



It's cake 4 independence...



~smiles~



Happy Independence from us Team 8..



Ombudsman Nero & those who didn't come in PNG colour, please lead us with the National Anthem...



Meri blouse identify us as PNGians..



Thumbs up PNG on your 36th thumbs up PNG anniversary..!

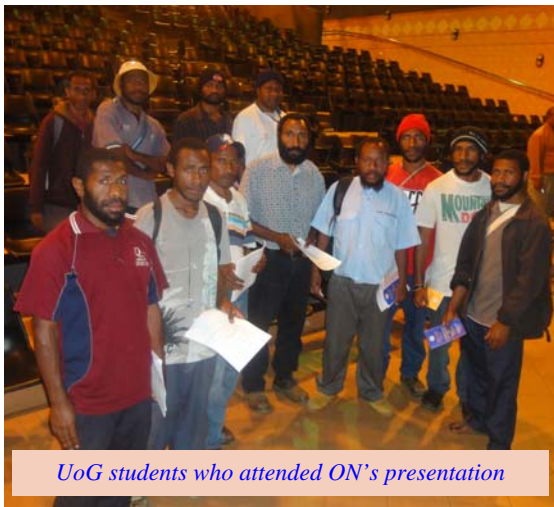


Looking bright in red, black and gold colours...



UoG trainee teachers to drive awareness messages

“Our forefathers should be acknowledged for using their wisdom in coming up with a decision to create an independent body to enforce good governance and leadership in the constitution despite the lack of education”. These were the words of Ombudsman John Nero when speaking on the roles and functions of the Ombudsman Commission at the University of Goroka on 31 August 2011.



UoG students who attended ON's presentation

Ombudsman Nero explained to those present that 75 per cent of the Ombudsman Commission's role is complaint handling; however, our fore fathers thought that the leadership code should be part of its operation.

As a result, a special feature of the Commission is that by mandate it has the power to refer leaders to the Public Prosecutor for breach of the leadership code unlike other Ombudsman in the world.

He made it clear to the audience that it is not the work of the

Commission under the Leadership Code to put leaders behind bars. He said it is the work of the public prosecutor and the police using the investigation results done by the Commission.

He added that the organisation not only maintains its traditional role of investigating complaints but has shifted its role to look into human rights issues as well.

Ombudsman Nero said there is still a lot of misunderstanding and confusion about the work of the Commission. He said the Commission is looking at educational institutions and UoG is an important kind of partner to carry out awareness messages

to places where OC cannot reach because it trains teachers that go out to teach in the remote areas of PNG.

“It is important for government bodies to work with us”, said UoG's Vice Chancellor, Dr. Gairo Onagi. He said it is these teachers who will take this message to the bush. He appreciated the visit and thanked the Ombudsman Commission for seeing their students as important.



S.I team on fact-finding mission

Two officers from Solomon Islands Ombudsman and one from Leadership Code Commission visited OC head office at the end of this month. The team include Fredrick Fa'abasua - Head of Training & Information Unit, James Maneforu - Head of Investigations Unit and Alwyn Danitofea - Principle, Information Technology Administration Office. The purpose of their visit is mainly to look at OC's Case Management System (CMS) with the aim of setting up a similar system in their respective offices. They are also interested in Standard Operating Procedures, Policies and the general work-flow of the Commission. The three officers had sessions with various units of the Commission which they found helpful towards their fact-finding mission.

Left: Alwyn, James, Director Molita and Fredrick

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The course also served as a guide for the participants to produce a report that is reliable and based on prescribed language standards and proper documentation.

Ombudsman Phoebe Sangetari said report writing was one of our core functions. She stressed to the participants that it is important for the person reading your report to understand what you want

so that decisions can be made accordingly. She added that it is also important to know how to structure these reports.

She told officers to take the training seriously. “Through this training workshops we look forward to produce better reports”. She added that the Commission is putting a lot of emphasis on in-house training.

Officers undergo report writing training

“Report writing is an essential skill for officers of the Ombudsman Commission”, said Human Resources Manager, Mr. Dickson Morehari. We need to tailor and customise our writing to suit our requirements here in the Commission.



Congratulations! OC Officers showing off their certificates of participation

Thirteen officers successfully completed two days in-house training facilitated by Mr. Al Domingo, HR and Training Consultant of Deloitte Touche’ Tohmatsu.

The training programme has been designed to provide the officers of the Commission with the knowledge and skills relevant to reporting for various purposes.

The training is also aimed at making sure participants are able to understand that reports are done to provide accurate information so that decision makers can take appropriate action.

Continued page 8

PacLII team visits OC

The Law and Justice Sector Agencies in PNG are now able to publish legal content on the Pacific Legal Information Institute (PacLII) website. PacLII has PNG’s legal database content as the second largest and as part of their ongoing commitment to the Pacific Islands, their publishing team was in Port Moresby from 8-14 September 2011.

The team visited various Law and Justice Sector (LJS) Agencies that publish legal materials on the PacLII website and discussed areas to improve the systems and processes for publishing.

The Ombudsman Commission was

happy to meet with them and learn about the developments of PacLII and what it is doing in the region in terms of publishing and its strategic direction.

In an open discussion, the team explained the PacLII context and its place in legal research and its network with Legal Information Institutes (LII). They are also working towards integrating into the global LII.

OC was also privileged to have three of its officers attend a training conducted by PacLII on how to use its database to do research.

THANKYOU

For this moment
That you have given me a place
To be equal in this world of
inequity

I bargained for nothing
You gave me more
Than I could ever wanted

You gave me the recognition
In dignity I am humbled
I take in subordination

You have answered my plea
Awakening me to the call of
destiny

That I must take
And fly, slowly, unwavering to the
pressures Of capitalism
Discard my tales of tribalism,
tradition, and ethnicity

With this special feather
Of nationhood embedded in my wings
I shall fly
Heroically to protect my kind
Of my forefathers,
Unto posterity
For which I declared my loyalty

My tales of alienation is one step
gone
Thank you
Papua New Guinea

~Samil Yanam~

**Ombudsman Commission of Papua New Guinea,
Ground Floor, Deloitte Tower, Douglas Street, PO Box
1831, Port Moresby 121, NCD, PAPUA NEW GUINEA,
Phone: 675-308-2600 Fax: 675-320-3260,
Email:
ombudspng@ombudsman.gov.pg**

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