

QUARTERLY NEWSLETTER



Above: Their Majesties, King Tupou VI and Queen Nanasipau'u, during the Vicennial Anniversary Service of the Office of the Ombudsman, held at the FWC Nuku'alofa, on Sunday, 15th Aug., 2021.



Left: The Speaker of the Legislative Assembly, Lord Fakafanua, receives the Booklet "Ki-ama 'o e Uanoa'i Ta'u" from the Ombudsman, Mr. Aisea Taumoepeau, SC.

CEO REMARKS

July, August, September 2021 Quarter was busy and celebratory with the Ombudsman Vicennial. The intensity of the good governance awareness drive, was successful and well received.

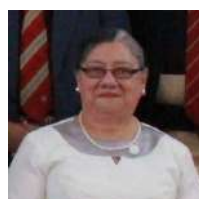
The celebration culminated in the Ombudsman attaining Constitutional Status when the amendment to the Constitution became law on 11th August 2021.

The Vava'u office is fully operational as we all work to meet the challenges of the day after being officially opened as part of the Vicennial.

Dr. Siale 'Akau'ola, CEO, Ministry of Health, inspired staff in this Quarter with his presentation on "Good Governance in Universal Health Coverage in Tonga." This is part of continuing every quarter a good governance leader guest speaker.

V. V. V. Good Governance.

Mrs. 'Alisi Numia Afeaki Taumoepeau
Chief Executive Officer



Vicennial Anniversary Celebration

The Good Governance roles of the Office of the Ombudsman was strongly highlighted during the Vicennial Anniversary program from 14-22nd August. Under the theme of V. V. V. Good Governance, the event stressed the importance of being Vaccinated against COVID-19, Victorious in Good Governance and Vicennial, from Latin word for 20.

The Guest of Honour was the Speaker of the Legislative Assembly, Lord Fakafanua, who spoke of the achievements of the Office.

"The success of the first two decades should serve as a powerful and sobering reminder of the substantial and fundamental duties that have been given to you, the Ombudsman, to continue to lead this institution further forward and to render it more capable of serving the citizens of Tonga," Lord Fakafanua said.

A booklet titled "Ki-ama 'o e Uanoa'i Ta'u," penned by the management of the Office of the Ombudsman, focused on the "Milestones of Good Governance." The Ombudsman, Mr. Aisea Taumoepeau, SC., presented the booklet to Lord Fakafanua, at the Vicennial Anniversary program held on Wednesday, 18th August. The booklet features the history of good governance in Tonga, describes the early days of the office and its progress over the years and highlights its evolution. (Con't on page 2.)

(From page 1)

The Lord Speaker also announced the new constitutional status accorded to the Ombudsman.

“The Constitution of Tonga now recognizes the Ombudsman as a Constitutional appointment and enshrined in the Constitution, is the independence of the Office of the Ombudsman.

“There is no doubt that the role of the Ombudsman has proven to be pivotal in the protection of the rights and interests of the citizens of Tonga and as a vital tool of democracy,” said the Lord Speaker.

The Chief Ombudsman of New Zealand, Judge Peter Boshier also sent his congratulatory message via video link.

Appreciation ...

The Chief Executive Officer, Mrs. ‘Alisi Taumoepeau, KC., Mr. Roman Vaihū, Director of Investigation, Mr. Hamani Topui, Senior Investigation Officer, and Ms. Nanise Fifita, Communications & Media Officer, met with His Eminence Soane Patita Paine Cardinal Mafi, Prof. ‘Ana Maui Taufe’ulungaki and Rev. Dr. Paula Onoafe Latu, to specifically appreciate their contribution towards the Vicennial Documentary, “Oku Langa Fonua ‘a e Pule Lelei.”



Two Sunday services at the Centenary Church of Nuku’alofa and “Laumalie Ma’oni’oni” Church of Neiafu paid special tribute to the 20th Anniversary of the Office where the Ombudsman, Chief Executive Officer and the staff attended.



Nuku’alofa



Neiafu

The program also included the launch of a new office in Neiafu (pictured at right), to serve the people in the island group who may seek help from the Office.



“Good Governance is Nation Building” Vicennial Documentary highlights



A vicennial documentary on the theme “Oku Langa Fonua ‘a e Pule Lelei” was also produced and aired on both radio and TV.

The one (1) hour documentary features three (3) great and renowned leaders in Tonga who shared extensively on the theme “Oku Langa Fonua ‘a e Pule Lelei,” or “Good Governance is Nation Building.”

They are HE Soane Patita Paine Cardinal Mafi, Professor ‘Ana Maui Taufe’ulungaki and Rev. Dr. Paula Onoafe Latu (above photos). Their in-depth knowledge build an all embracing content in the documentary.

They contextualized good governance, Christianity, Education, Independence, Law of the Sea, Tonga’s International Relations and Seafaring or “Tau Tahi.” Their accounts in these key areas were unison in underlining the great vision of the First Monarch of Modern Tonga, King George I in building Tonga as a nation. His achievement is foundational for Tonga as a nation and firmly established the rule of law and good governance. The documentary was the introduction for the Vicennial Anniversary activities of the office and was aired nation-wide and internationally through radio and TV on Saturday, 14th August, 2021.

@OMBTonga.

Good Governance in Universal Health Coverage for Tonga

Good governance in the health system is to ensure everyone receives primary health services throughout the Kingdom. The Chief Executive Officer of the Ministry of Health, Dr. Siale 'Akau'ola, made the assertion when invited to be the guest speaker on Wednesday, 14th July, for the Office of the Ombudsman.



Dr. 'Akau'ola highlighted the importance of delivering primary health care as the essence of promoting good health for all.

“That is good governance ... when we provide good quality, efficient and effective as well as participatory health services and to be accountable at all time,” the Health CEO emphasized.

The effort to promote good governance in all government services where the Office of the Ombudsman leads is like a “reminder” to the CEO to reflect on the services they provide to the public.

The Ministry, over the years, had to evaluate its primary health care services and realized that they do not reflect what it ought to be as required of health care deliveries, according to Dr. 'Akau'ola. He made reference to Tonga's Strategic Development Framework 2 (TSDF 2) where it stipulates that all Tongans should have access to higher health and quality of life and to be sustainable with links to the Universal Health Coverage.

Tonga has embraced the Universal Health Coverage that ensures all people despite their social and physical challenge and geographical remoteness should enjoy anywhere.

The CEO of the Ministry of Health cited an example where a death has occurred in one of the outer islands from heart attack and presumably lack of health awareness.

“This is a very sad case and perhaps this person, in his 30's, had not received or heard any of our health promotion programs. It shows there is something wrong with our health promotion. That is poor governance,” Dr. 'Akau'ola explained.

He also said that health promotion and assistance should ensure equitable coverage where everyone, even in the remotest parts of Tonga, receives the necessary amount of health services they deserve.

“That is good governance in the health services that we promote.

“Equitable, instead of equality, distribution of health coverage is more important to ensure everyone is covered in our health campaigns.”

The CEO of Health also emphasized the importance of good leadership and oversight in governance.

He said good governance is not just the range of health services being available, but there are certain characteristics of each service that need to be fulfilled.

“There must be quality, efficiency, accountability, equity, sustainability (resilience). This is the measure of good governance being effective in steering health services towards achieving national health objectives conducive to achieving Universal Health Coverage,” Dr. 'Akau'ola stressed.

@OMBTonga.

“Ki-ama 'o e Uanoa'i Ta'u” - A Vicennial Sonata composed by Rev. Dr. Mohenoa Puloka

The anniversary program and activities included the composition of a special Vicennial Sonata by the retired Governor of Ha'apai, Rev. Dr. Mohenoa Puloka.

The sonata was conducted Mr. Save Mataale of Tupou Tertiary Institute (TTI) Orchestra and Music Group. Mr. Samiuela 'Atiola arranged the melody.



TTI and soloist, Ms. 'Atolomake Helu also featured in an evening Vicennial Mini-music concert held at Fa'onelua Convention Center on 18th August. The concert included Tonga Police Band and Orchestra and Fetu'u Ngingila Choir. @OMBTonga.



Left: Soloist, Ms. 'Atolomake Helu

Outreach Programs (OPs)

The Vicennial Anniversary activities were an intensive outreach by the whole office and heard by the people across Tonga and globally. These were made possible through the use of radio and TV live streaming via Facebook with immediate and delayed access by the viewers. The whole office cooperated in arranging and conducting the OPs as platforms for engaging with the public in sharing vital information and taking awareness to a different level.

Photos from the Outreach Programs

From the 3-day Ministry of Finance' Week, 13-15 July



Outreach programs to the communities and schools



Tongatapu 5



Tongatapu 8



Mo'unga 'Olive College



GMS /GPS Vaini

The Outreach Programs are itemized below:

OP Genres	Frequencies	Dates & Venues
Radio Felafoaki programs	3	21/07/21, A3Z 30/08/21, 87.5 FM 24/09/21, A3Z
Information Booth @ Ministry of Finance's Week	3	13-15/07/21, Fale Masiva Hall, Haveluloto
Community OPs (Face-to-face)	2	Vaini District/Tongatapu 7, COT Hall, Vaini Nukunuku & Hihifo Districts/Tongatapu 5, 'Alaipulotu Hall, Te'ekiu
School OPs (Face-to-face)	2	Mo'unga 'Olive College, Kolonga, 30/07/21 GMS & GPS Vaini, 13/08/21
Vicennial Documentary	16 b'casts	Radio Tonga (A3Z) 3x TV Tonga 3x BroadCom 87.5FM 2x Dates: 14, 16 & 17/08/21 Plus Replays 2x
Vicennial Anniversary Thanksgiving Services	4 b'casts	FWC Centenary Church, Nuku'alofa & "Laumalie Ma'oni'oni" Church of Neiafu, Vava'u Sunday, 15/08/21 & TV FB Livestreaming, Live Radio & TV broadcasts Plus replays
Vicennial Anniversary Program (main)	4 b'casts	Fa'anelua Convention Center, 18/08/21 Broadcast live over Radio Tonga, 87.5FM, Live streaming on FB of Tonga Broadcasting & BroadCom Broadcasting Plus replays
Vivace Vicennial Mini-music concert	4 b'casts	Fa'anelua Convention Center, 18/08/21 Live Broadcast over Radio Tonga & BroadCom 87.5FM, Live streaming on FB of Tonga Broadcasting & BroadCom FM Plus replays
Launch of New Office at Neiafu	4 b'casts	Neiafu, Vava'u, 21/08/21 Live broadcast over Radio Tonga & BroadCom 87.5FM Live streaming on FB page of Tonga Broadcasting & BroadCom 87.5FM
Special Vicennial Anniversary Edition Newsletter	1	Distributed on 02/09/21

The seven (7) principles of Good Governance being promoted to guide the services and administrative decisions of the government are the—Rule of Law, Independent, Integrity, Transparency, Effective and Efficient, Accountability & Clarity of Purpose. For more information, call us toll-free on 0800 662 or email—investigation@ombudsman.to or reach us via Facebook Messenger on our page—Office of the Ombudsman. Our website is www.ombudsman.to.

Staff of the month

At right, July—Mosese Uili (Investigation Officer), August—Paula Mafi (Assistant Communications & Media Officer) & September—Konikotia Taunaholo (Accounts Officer).



44% receive second doses of COVID-19 vaccination



Table 3. Targets and number vaccinated for Tonga by island.

Island	Target	Dose 1	% Dose 1	Dose 2	% Dose 2
Tongatapu	46,195	35,159	76%	25,748	56%
'Eua	3,286	2,404	73%	1,773	54%
Vava'u	8,928	7,536	84%	113	0.3%
Ha'apai	3,884	2,904	75%	56	1.4%
Niuatoputapu	514	414	81%	10	2%
Niuafu'ou	321	212	66%	0	0
Total	63,128	48,629	77%	27,700	44%

*Denominator used is from the 2020 Reproductive Health Nurses Annual Census

The Ministry of Health has reported that 44% have received their second dose of the COVID-19 vaccination. That's compared with 77% of the people who received their first dose, according to latest reports released on Thursday, 7th October, 2021.

Meanwhile, the Ministry has returned 10,000 doses of the Astra-Zeneca vaccine to COVAX so they could be donated to other countries. COVAX is the vaccines pillar of the Access to COVID-19 Tools (ACT) Accelerator.

The Ministry had identified that 63,128 people throughout the Kingdom were eligible to take the vaccination, as shown on the above table.

Local health authorities have widely urged the public to take their jabs and people of 18 years and above are being vaccinated. @OmbTonga.

V. V. V. Good Governance

The theme of V. V. V. Good Governance and the Vicennial Anniversary of the Office was shared with the congregation of FWC Fasimoeafi 'a Tungi on Sunday, 26th September, as part of embracing the importance of women during the month.



The CEO of the Office, Mrs. 'Alisi Taumoepeau, KC., led the service that concluded a month of the women's September roll-call. The CEO opened her sermon with the message of the theme – being vaccinated against COVID-19, victorious in good governance and the 20th anniversary of the office. She said that the Treble-V all pointed to the importance of the message of Good Governance in protecting the people against the pandemic and being victorious for 20 years now of the Office of the Ombudsman. More than 100 people attended the service. @OMB Tonga.



OFFICE OF THE OMBUDSMAN – SEPTEMBER QUARTERLY NEWSLETTER

All rights reserved.

Published by the Office of the Ombudsman, Tonga. Editor – Chief Executive Officer (CEO). Content & Layout – Communications & Media Officer (CMO). Photos—A/CMO. For all enquiries and complaints, please contact us toll-free on 0800 662 | email – investigation@ombudsman.to | Facebook Messenger - Office of the Ombudsman | Website – www.ombudsman.to | Location – 2nd Floor, Retirement Fund Board Building, Cnr. Mateialona & Lelue Rd., Kolofo'ou | Tel: (676) 740 1451 or 740 1463. © OMB Office, 2021. Our branch is Vava'u is located at the corner of Tu'i & Talau Rds., Neiafu. Phone no. is 71-295.