

QUARTERLY NEWSLETTER

1) Remarks of the Ombudsman

Mālō e Lelei,

This period has been marked by significant national and community events including the Easter season, Church Conferences and outreach community engagement. Community Engagement targeting local government is ensuring that all the island groups are covered.

Our thematic focus this quarter has been Accountability, Independence and Efficiency.

We remain committed to serving with integrity and to advocating for services that are efficient, accessible and fair to all.

Our theme for the current financial year is “Act Now”
“Fakamolemole, ngaue leva”

Mrs. ‘Alisi Numia Taumoepeau, KC

Ombudsman.



Themes

April—Accountability

May—Independency

June—Efficiency

Public Holidays

April 18 — Good Friday

April 21—Easter Monday

April 25—ANZAC DAY

June 4th—Emancipation Day

National Events

Church Conferences

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Photo by Kalofiama.

The Free Wesleyan Church of Tonga Conference 2025 celebrates 50 years of the Kolosi Ha Fakamisiteli in Pulela'a, Pangai, Ha'apai, held from July 24th to 30th.

2) Staff of the Month

We honor dedication, commitment, and excellence in our workplace. Each month, we select one exceptional team member whose performance has exceeded expectations to receive the 'Staff of the Month'.

April

Mr. John Paul Loloa, awarded as staff of the Month for April.

Congratulations, John Paul.

May

Mrs. Mo'onia Taufa, Computer Operator grade 1. In appreciation of her efforts and outstanding performance, she was awarded staff of the Month.

Congratulations, Mo'onia!

June

Me Saafi, Accounting Officer was recognized for her dedication. In appreciation of her outstanding efforts, she was awarded as staff of the month.

Congratulations Me!

3) Staff

1. Study Leave: Mr. John Paul Loloa.

As you step away to focus on completing your studies, we wish you all the very best in this important journey.

Good luck John Paul.

2. New Recruitment: Ms. Petunia Lilo

We are excited to welcome Petunia to our team! Congratulations on joining us. Let us achieve great things together.

Congratulations Petunia!

3. Retirement: Mrs. Luseano 'Aho.

Wishing you the very best in this new chapter of your journey and may it be filled with joy, good health, and peace.

4. Promoted Staff: Ms. Me Saafi

Me Saafi was promoted to the position of Accounting Office. Continue to make a positive impact.

Congratulations Me.

4. Outreach & Community Engagement

1. District and Town Officers Vava'u.

Continued our Outreach specifically to local government. From April 28 to May 1, 2025, the Ombudsman led a team visiting Vava'u's district and town officers, also holding a session with the Officers-in-Charge of communities and nation.



2. District and Town Officers Lapaha.

On 17 June 2025, the CEO led an outreach visit to the district and town officers of the Lapaha district. The engagement provided a valuable platform for officers to raise concerns and seek clarification on key matters. Among the issues discussed were the relevant law relate to District and Town Officers, the process for distinguishing genuine complaints from vexatious ones, the overall handling of complaints, and the current status of pension entitlements. This event saw a noticeable increase in attendance both Town and District Officers.



3. Radio Talk-back.

On May 22, 2025, the Ombudsman's Office held a radio outreach on 88.6 FM to explain its role, mandate, and history. The questions and answers clarified that the Office investigates complaints only against public entities, not private sector. The example given was a resolved workplace complaint.



5) Training

Two investigation officers Mr .Siosaia Tu'lonetoa and Mr. 'Etivoni Pifeleti participated in a Regional Investigations Training which was hosted by the New Zealand Ombudsman Office in Nadi, Fiji on 25th and 26th of June, 2025. They have covered relevant skills about investigations, information, analysis, administrative law , maintaining wellbeing and resilience as an investigator.



6) Monthly Devotion

Each new month begins with faith, reflection, and a renewed sense of purpose. Gather together and dedicate the month ahead to the Lord, asking for His guidance, wisdom, and protection in all that we do.

April

This month's devotion was led by Tepola Fonongaloa and Fifita Fili from Vava'u Office.

May

The May devotion was led by Sisilia Tokai and Hengihengi Fifita.

June

The June devotion was led by Mele'ofa Mohenoa and Mo'onia Taufu. They delivered a powerful message based on the joy and victory in the name of our God.

7) National Events

CHURCH CONFERENCES

Siasi Tonga Tau'ataina.

- May, 2025

Siasi Tonga Konisitutone

- May, 2025

SUTT Conference

- 24TH—30TH of June, 2025

Siasi Tonga Hou'eiki.

- December, 2025

Seventh-Day Adventist Church

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