



NEW ZEALAND FEDERATION OF  
FAMILY BUDGETING SERVICES (INC.)  
TE RŌPŪ PENAPENA PŪTEA  
WHĀNAU O AOTEAROA



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Perspective on the role of Ombudsman

# Ombudsman Schemes and Community groups working together

Presentation by Raewyn Fox

# Why?



- Many clients in common
- Need for referrals to each other
- Educating communities about the use of Ombudsman schemes
- Joint commitment to consumer rights and redress

# Budget Services needs



- Know consumer rights and methods of redress
- How to access and get best results from systems that exist
- Be able to provide clear, simple advice to consumers (free)
- Solving crisis situations quickly

# Ombudsman Schemes needs



- To be able to refer customers on when complaints outside scope, especially banking and electricity/gas
- To have good information about what is available to help consumers
- To access local communities for awareness

# Things we have done



- Joint ombudsman seminars in local communities
- NZFFBS recognising this as essential professional development
- Presentations to ombudsman offices staff about budget services
- Referral protocol development

# continued...



- Joint problem solving
- Advice from scheme staff
- Links to complaint contact personnel at businesses
- Supporting each other, relationships, submissions etc.