

OFFICE OF THE PUBLIC SERVICE COMMISSIONER



Service Charter

Au Papau'anga no te Tavini'anga

How to Contact Us

You can contact our staff at our office:

Location: Tupapa
Telephone: 29-421/2
Facsimile: 21-321
Mailing Address: Office of the Public Service Commissioner,
PO Box 24, RAROTONGA

Staff E-mails:

- *Commissioner:* Mr Tonumaivao Navy Epati
epati@psc.gov.ck
- *Chief Executive Officer:* Mr Russell Thomas
russell@psc.gov.ck
- *Administration & Finance Division:* Mrs Lydia Framhein
lframhein@psc.gov.ck
- *Human Resources Division:* Mr Alexander Henry
inspector@psc.gov.ck
- *Performance Management Division:* Mrs Carmen Temata
carmen@psc.gov.ck

You can also access our information services through the Internet website at <http://www.psc.gov.ck>

Our normal working hours are 8am – 4.00pm, Monday to Friday.

You can contact us by

- Appearing in person
- By telephone
- By letter, fax or e-mail

Office of the Public Service
Commissioner

Foreword

The Office of the Public Service Commissioner is pleased to present our Service Charter.

With the drive to progress and to ensure that our Public Sector keeps with the changes of time, this Charter was developed.

It displays our dedication to working, in ways set out in the Charter to enhance our services to you, our clients. We want to ensure that the services we provide capture the principles and values of a Cook Islands public servant.

This Charter informs you of the standard of services you can expect from us, provides an avenue to comment on our performance and advises on how you can help us to serve you. We, at the Office of the Public Service Commissioner look forward to hearing from you.

Mr Tonumaivao Navy Epati
Public Service Commissioner



Our Mandate:

The Office of the Public Service Commissioner mandate derives from:

- Public Service Act 1995-96
- Office of the Public Service Commissioner Policy Manual
- Cook Islands Constitution
- Cabinet Directives

Our Vision

An efficient and effective Public Service that meet the needs of government and the people of the Cook Islands with integrity and respect

Our Objectives

- Good Governance
- Dispute Resolution
- Effective and Efficient Performance Management Systems
- Provide advice on classification or levels of salary
- Efficient Finance & Administration service

This Charter Tells you About

**Our functions*

**Our services*

**Our commitment to high quality service*

**What you can expect from us*

**Our service standards*

**Your responsibilities*

**How to make a suggestion or a complaint*

Our Functions:

We are responsible for providing the following functions as set out by the Public Service Act 1995-96:

- (a) reviewing the machinery of Government;
- (b) investigating any dispute between an employer and an employee and making a recommendation as to how the dispute should be settled;
- (c) ensuring the completion and compliance with heads of departments employment contracts, and performance agreements;
- (d) advising classification or levels of salary in accordance with section 46 of this Act.

Our Services:

● Human Resources Division

The role of the Human Resources Division is to manage the functions of the Public Service Commissioner stipulated in the Public Service Act 1995/96: Section 5(1) (b) and (d); the investigation of employer and employee disputes and dispute resolution and the advising of salary levels (Management of Government Remuneration Policy).

Employment Disputes:

The investigations branch of the HR Division mandate is regulated to disputes between an employer and an employee of the "Public Service".

- The Division will investigate a complaint through interviews and requested documentation.
- When the investigation is completed a recommendation is then submitted to the Commissioner.
 - Investigations are to be completed within one month of receiving, in writing, a dispute.
 - Provide advice on Dispute processes.

Remuneration:

In 2001 Government employed the assistance of Price Waterhouse Coopers to create a remuneration system that would embed relativity and parity within the Public Service. The Price Waterhouse Coopers 10 Factor points System was adopted and from that a Government Remuneration Policy was formulated. Our role is to:

- Establish and manage job evaluation committees to size jobs submitted for sizing.
- Advise Heads of Ministries of the results of the committee in writing.
- Forward Job Descriptions to Strategic Pay Ltd for the purposes of sizing HOM's positions.
- Maintain a database, electronic and hard copy, on the Bands.
- Provide advice to Ministries on the job sizing process and policy when requested.
- Ensure all jobs submitted for sizing are to be actioned within 5 working days.

- Gather data to determine what the Labour Market is paying.

● **New Zealand Government Superannuation Fund (GSF)**

The Office of the Public Service Commissioners role is to deal directly with Datacom in the management of the GSF. We are the reference body for any questions, or queries you may have. If for any reason we are unable to answer your query immediately, then we will advise you, check with Datacom and will respond to you within 5 working days. Before you make any superannuation decisions, please feel free to call into our office and let us assist you with any of the following:

- Retirement
- Resignation
- Withdrawal
- Death of members
- Quotes of benefits
- Signing of Annual Identity & Survival Audit forms
- Payment of monthly allowance
- Any other enquires regarding GSF

Please note that as of 1st October 1995 the fund ceased to accept new members.

● **Performance Management Division**

The main purpose of this division is to manage the entire performance process of the Heads of Ministries (HOMs,) & Secretaries of Island Administrations (SIAs) and to ensure the Commissioner applies the good employer principles in assessing their performance.

This is done by:

- Analyzing all relevant information mainly from the 6 monthly and annual reports filed each financial year.
- Reviewing other information included in the performance review such as stakeholder reviews, subordinate reviews as well as Minister and Mayor reviews.
- A summary of the analysis of the Ministries and Island Administrations reports are submitted to the Commissioner

Our Commitment to Service:

We provide our services without discrimination, irrespective of a person's social and professional status, language, religion or gender. We will:

- Be informative, helpful and efficient in the delivery of our services
- Consistently aim to improve our services

You can expect us to:

- Deal with you courteously, sensitively and in accordance with the law
- Acknowledge the customs and traditions of the Cook Islands
- Vow that our services will cater to all including those with disabilities
- Identify ourselves in our dealings with you
- Respond to your enquiries in a timely and informative manner
- Keep your information private and give access to it in accordance with the law
- Use plain language when we write to you

Our Service Standards:

Our service standards as public servants are regulated by our mandate; the public service code of conduct, good governance principles of transparency and accountability; public service values of honesty, integrity, impartiality, fairness, efficiency and effectiveness; and customary principles of respect and kindness.

We are committed to providing high quality standards of service to you. This charter sets out service commitment to you, our customers:

- **If you telephone us**, we aim to:



- a. answer your call promptly
- b. give our names on the telephone
- c. connect you to the right person first time - if the person you need to deal with is not available, give you a time when they can be contacted or take your contact details for them to contact you:

- **If you visit our office**, we aim to:

- a. attend to you promptly
- b. honor any appointment made
- c. refer you to the right person or division who can assist you regarding your enquiries

- **If you write to us**, for any assistance, support or advice that we can provide on our functions, we will acknowledge your inquiry or request promptly, inside 3 working days wherever possible. This will state:

- a. what will be done with your inquiry or request, how long that will take and why
- b. the need for you to submit further information regarding your inquiries or requests
- c. when you receive a response on your inquiry or request



How You Can Help Us to Serve You:

So that we can provide high quality service, it is helpful that you:

- Give us accurate, complete and timely information about your circumstances so that we may respond promptly
- Let us know as soon as possible if you cannot keep an appointment
- Treat our staff with courtesy and respect
- We do not accept gifts, money or other favours to our staff



How to Make a Suggestion or Register a Complaint

Making Suggestions:

We welcome any suggestions on how we can improve our service. Our contact details appear in this booklet.

Registering a Complaint:

The Staff of the Office of the Public Service Commissioner are expected to conduct their duties ethically and lawfully.

If you believe that a member of our staff has engaged in unethical or unlawful conduct or that our service failed to meet the satisfactory standards we would welcome your feedback.

If you are not satisfied with the service you receive please tell the staff member concerned or their supervisor, to try to resolve the problem. They will listen to what you have to say and resolve the problem if they are able to.

If you remain unsatisfied, you can file a written complaint to the Chief Executive Officer. Your complaint will be thoroughly investigated.

We will:

- contact you within 10 working days
- advise you how the complainant will be investigated and how long that will take
- keep you informed about what is happening with your complaint
- advise you of the outcome of the investigation

***Please address all correspondence to the
Public Service Commissioner,
Office of the Public Service Commissioner***