

The Department of Corrections is committed to ensuring that access to your clients in our care is not a barrier to the Judicial process.

We understand that at present, accessing the AVL facilities at Courts is restricted or difficult. As such, we have enabled the ability for lawyers to contact their clients in our custody using Jabber from their own devices.

When making your AVL booking, please specify that you will be using Jabber so that the link for you to use to call in can be provided to you. We do ask that you remember to consider your client's privacy and security and ensure you are in a quiet space when using your own device for this purpose.

You are also able to book both AVL and phone calls using the same email address provided for documents. A full list of these email addresses is available on the back page of this document.

Emails received and forwarded will be processed on the day of receipt if received between the hours of 9am and 3pm Monday to Friday. Emails received after 3pm will be processed the next working day or as soon as can be reasonably achieved (if impacted by COVID-19).

When making this booking please include the following:

Subject line: **Request for AVL/PHONE legal counsel** (*Prisoner Surname, First name*), (*PRN if known*), (*UNIT if known*)

Body of Email: Please include a contact phone number, the preferred date and time for the interview, and two alternative days/times. Please also advise whether you will be using Jabber, have access to a Court AVL, or if you are requesting a phone call.

We ask that wherever possible, you give at least 48 hours notice for your request. Please also understand that at present AVL facilities are being utilised at a much higher rate than usual and as such, AVL may not be available at your requested times and the day or time may need to change, or we may need to book a phone interview instead.

If you are expecting a call or video conference to begin and have not had any contact within 10 minutes of the agreed start time, please contact the main line of the prison. You can search for contact details [here](#).

What if my booking was unsuccessful?

If you have attempted to make a booking via the above methods and have been unsuccessful, you can email prisonercontact@corrections.govt.nz and we can facilitate a booking for phone access to your client.

Information required in the email request to facilitate this is:

Subject Line: (*Prison Name*) **Request for AVL/PHONE legal counsel – booking unsuccessful**

Body of email: Client name and DOB; preferred date and time to receive the phone contact, with two alternative days and times also provided as a back up; the phone number you want your client to call you on.

All efforts will be made to accommodate the date and time preference, however this is dependant on availability of staff and subject to prison lock-down regimes.

Please provide at least 24 hours notice for these requests to be facilitated. This email address is monitored 8.30am-5pm Monday-Friday.

Prison Email Addresses to facilitate Lawyer correspondence during Pandemic.

Arohata	Trust-Arohata@corrections.govt.nz
ARWCF	TrustARWCF@corrections.govt.nz
Auckland	TrustAuckland@corrections.govt.nz
Auckland South	Complaints&Inquiries@serco-ap.com
CMP	cmpcsm@corrections.govt.nz
CWP	CWPAdmin@CORRECTIONS.GOV.T.NZ
Hawkes Bay	HBRPAdmin@corrections.govt.nz
Invercargill	Trust-Invercargill@CORRECTIONS.GOV.T.NZ
Manawatu	ManawatuAdmin@corrections.govt.nz
MECF	CustodialSystemsMECF@CORRECTIONS.GOV.T.NZ
NRCF	TrustNRCF@corrections.govt.nz
OCF	OCFPA@corrections.govt.nz
Rimutaka	Trust-Rimutaka@CORRECTIONS.GOV.T.NZ
Rolleston	InfoHubRollestonPP@corrections.govt.nz
SHCF	FPT.Springhilltrust@corrections.govt.nz
Tongariro	TongariroAdministration@CORRECTIONS.GOV.T.NZ
Waikeria	Trust-Waikeria@CORRECTIONS.GOV.T.NZ
Wanganui (incl. NP Hub)	WhanganuiAdmin@corrections.govt.nz