

28 February 2020

C117928

Elliot Ikilei
fyi-request-12062-cedb4557@requests.fyi.org.nz

Dear Mr Ikilei

Thank you for your email of 21 January 2020, requesting information about staff turnover and retention. Your request has been considered under the Official Information Act 1982 (OIA).

Corrections is the largest core public sector agency, employing around 10,000 staff. The majority of our staff are frontline staff, including Corrections Officers, who work with some of the country's most difficult people in a sometimes challenging environment. Corrections demands a high standard from all of its employees, and all staff are expected to role model positive law-abiding behaviour. A significant emphasis is placed on these aspects throughout recruitment and selection processes. Additionally, we provide extensive training and development for our frontline staff, to ensure they are able to meet the demands placed on them.

You requested:

The attrition rates of our Correction officers, and Correction officers who resign before completing one year of duty... for the following prisons:

- *Rimutaka prison*
- *Spring Hill prison*
- *Auckland South (Wiri) prison*

and that the information be from the last three years of available records.

Please find the requested information attached as Appendix One. Please note when reviewing the information for the two Corrections-run prisons that 'Terminations' refers to staff leaving their employment for any reason, including resignation, retirement, and dismissal. Further, the 'Turnover' figures are calculated using the average of the staff head count at the start and end of the calendar year, to allow for any fluctuations throughout. For your reference, we have also provided Corrections' total staff turnover for each year.

In 2018/19, Corrections had a turnover rate of 10.6 percent, lower than the reported public service average of 12.1 percent. This is indicative of staff engagement at Corrections, how we develop our staff, recognise their achievements, and maintain a safe and inclusive working environment.

Please also note when reviewing this response that Auckland South Corrections Facility (ASCF) is managed by Serco rather than Corrections, meaning their staff are not Corrections staff. Further, they report data differently to Corrections, meaning that caution should be taken in directly comparing data between ASCF and the other two prisons.

With respect to ASCF, 'Terminations' includes the categories of voluntary resignations and involuntary terminations, those who did not complete their training, and medical incapacitation. The 'Turnover' figures represent the percentage of new starters in each calendar year whose employment was terminated within 12 months of commencing their employment.

I trust the information provided is of assistance. Should you have any concerns with this response, I would encourage you to raise these with Corrections. Alternatively, you are advised of your right to also raise any concerns with the Office of the Ombudsman. Contact details are: Office of the Ombudsman, PO Box 10152, Wellington 6143.

Yours sincerely



Chris Jones
Acting Deputy Chief Executive
Corporate Services

Appendix One – Staff turnover and retention at Auckland South Corrections Facility, Spring Hill Corrections Facility, and Rimutaka Prison, 2017 to 2019

		2017	2018	2019
Auckland South Corrections Facility	Terminations within 12 months	30	39	12
	Remained in employment for 12 months or longer	50	53	48
	Site turnover within 12 months	37.5%	42.4%	20.0%
Spring Hill Corrections Facility	Terminations within 12 months	8	4	8
	Remained in employment for 12 months or longer	35	44	47
	Site turnover within 12 months	18.2%	10.1%	17.6%
Rimutaka Prison	Terminations within 12 months	7	4	7
	Remained in employment for 12 months or longer	64	72	28
	Site turnover within 12 months	13.5%	5.9%	14.0%
Total Corrections turnover (under and over 12 months)		8.6%	9.3%	10.1%