

08 July 2021

C137370

C Moka
fyi-request-15800-61fb5074@requests.fyi.org.nz

Tēnā koe C Moka

Thank you for your email of 15 June 2021, requesting information about case management in prison. Your request has been considered under the Official Information Act 1982 (OIA).

Corrections is committed to reducing re-offending and giving those who offend every opportunity to turn their lives around. Our aim is to provide the people we manage with the right intervention at the right time, both inside and outside prison. Case Managers work with people throughout their time in prison to help people address their rehabilitation and reintegration needs.

Please note your questions have been reordered for ease of response.

You have asked:

1. *What is the full role of a Inmates case manager? What are they ment to support with?*

The purpose of the Case Manager is to contribute to reducing re-offending and improving public safety, through leading a multi-disciplinary approach to prisoner management.

Case Managers work directly with a person in prison to facilitate services and deliver active and caring support to prepare the person to live an offence-free life. After someone is sentenced to a term of imprisonment, the Case Manager works with them to develop a plan to meet their identified needs. The Case Manager then manages the plan throughout the person's sentence, to ensure they are able to complete any required programmes and other interventions.

Case Managers regularly review the rehabilitation and reintegration needs of the person they are working with and revise their plan accordingly. They also provide information to the New Zealand Parole Board (NZPB) on progress with the plan.

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When someone leaves prison, the Case Manager works with the person's probation officer to transition the individual and ensure they are well supported to live offence-free in the community.

2. What is the process of request to changing an inmates case manager?

If someone in prison wants to change their Case Manager, they can fill in a PC.01 complaint form, asking for a change and providing reasons they believe this is necessary. This will be reviewed by the relevant Principal Corrections Officer and Principal Case Manager (PCM). Interviews will be conducted with the person who requested a change and their current Case Manager. After considering the request, the PCM will make a decision and inform the person of the outcome of their request.

- 3. What are the grounds to request change of an inmates case manager?*
- 4. What are grounds for an inmate to remove current case manager and request another?*

Each request for a change is reviewed on its own merits. The PCM would consider the reason a change has been requested, the person's history with their existing Case Manager, and the allocation considerations which are used every time someone in prison is matched with a Case Manager. These considerations are:

- How does the Case Manager experience and ability match the level of risk and complexity of needs posed by the individual?
- Does the Case Manager have workload capacity to take on a new person?
- What particular skills (e.g. language, cultural connection) does the Case Manager have that would benefit the management of the individual?
- Will the Case Manager have a balanced workload if this type of person is added to their caseload?
- Are there any potential conflicts of interest with the individual?
- If there are any development needs/lack of experience/capacity issues, how will these be addressed so the Case Manager is supported to manage the individual?

When a conflict of interest is identified, this will take precedence over other considerations.

5. Can management refuse formal request from an inmate to change their current case manager?

Yes. If, after considering the circumstances and the allocation considerations, the PCM believes the person who has requested a change should remain with their current Case Manager, their request can be declined.

Please note that this response may be published on Corrections' website. Typically, responses are published quarterly, or as otherwise determined. Your personal information including your name and contact details will be removed for publication.

I trust the information provided is of assistance. Should you have any concerns with this response, I would encourage you to raise them 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.

Ngā mihi

A handwritten signature in black ink, appearing to read "Robert Jones".

Robert Jones
Manager Ministerial Services
People and Capability