



19 December 2017

C90932

Emilie Rakete
fyi-request-6862-b2d8307c@requests.fyi.org.nz

Dear Ms Rakete

Thank you for your email of 21 November 2017, requesting information about the policy for booking visits at Auckland Prison. Your request has been considered under the Official Information Act 1982 (OIA).

Being in prison can be difficult for a prisoner, and their whanau and friends. Positive support is an important part of a prisoner's successful reintegration. To facilitate this contact, Corrections provides a range of ways for prisoners to stay in touch, including phone calls, mail and visits.

Auckland Prison operates a prisoner-initiated visit policy whereby prisoners are responsible for booking visits and informing visitors of the details. As you have pointed out, this differs somewhat from information available on the Corrections website, which states that visitors are required to call the prison to book a visit.

I understand that Auckland Prison has facilitated prisoner-initiated visits for a number of years, however in anticipation of the new build that is currently underway, it is likely that this practice will be reviewed. Please be assured that should any changes to visit processes be made, prisoners, whanau and all visitors will be well informed.

I hope this information is helpful. Should you have any concerns with this response, I would encourage you to raise these with the Department. Alternatively you are advised of your right to also raise any concerns with the Office of the Ombudsman. The contact details for which are Office of the Ombudsman, PO Box 10152, Wellington 6143.

Yours sincerely

Rachel Leota
National Commissioner