

29 November 2022

C160800

[REDACTED]

Tēnā koe [REDACTED]

Thank you for your email of 3 November 2022 to the Department of Corrections – Ara Poutama Aotearoa, requesting information about changes to the prisoner payphone system. Your request has been considered under the Official Information Act 1982 (OIA).

You requested:

*I would like to know if any changes to the way prisoners pay for phone calls are being planned.*

Corrections is currently in the process of updating our prisoner payphone system to provide people in prison with more modern telephone technology. Information about the changes being made to our system is publicly available on Corrections' website, and can be viewed here:

<https://www.corrections.govt.nz/our-work/prison-sentences/staying-connected-with-people-in-prison/phone-calls>

*If so, when will these changes be applied to Rolleston and CHCH men's prison*

Please see the indicative timelines of Corrections' phone plan transition roll-out attached as Appendix One, including Rolleston Prison and Christchurch Men's Prison.

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

I trust the information provided is of assistance. I encourage you to raise any concerns about this response 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 'Alastair Turrell', written in a cursive style.

Alastair Turrell  
Deputy Chief Executive  
Infrastructure and Digital Assets

## Appendix One - Timeline for Corrections' phone plan transition roll-out

| Site   | Month (indicative)              |
|--|---------------------------------|
| Auckland Region Women's Corrections Facility | October 2022 - <b>COMPLETE</b>  |
| Hawke's Bay Regional Prison                  | November 2022 - <b>COMPLETE</b> |
| Otago Corrections Facility                   | November 2022 - <b>COMPLETE</b> |
| Mt Eden Corrections Facility                 | November 2022 - <b>COMPLETE</b> |
| Auckland Prison                              | November 2022 - <b>COMPLETE</b> |
| Christchurch Women's Prison                  | January 2023                    |
| Rolleston Prison                             | February 2023                   |
| Invercargill Prison                          | February 2023                   |
| Christchurch Men's Prison                    | February 2023                   |
| Spring Hill Corrections Facility             | March 2023                      |
| Northland Region Corrections Facility        | March 2023                      |
| Rimutaka Prison                              | March 2023                      |
| Manawatū Prison                              | April 2023                      |
| Whanganui Prison                             | April 2023                      |
| New Plymouth Remand Centre                   | April 2023                      |
| Tongariro Prison                             | April 2023                      |
| Waikeria Prison                              | April 2023                      |
| Arohata Prison                               | Mid 2023                        |