

**From:** [LIGHTFOOT, Jeremy \(WELLHO\)](#)  
**To:** [All Corrections Users](#)  
**Subject:** Jeremy's message  
**Date:** 17 September 2021 12:31:54 p.m.  
**Attachments:** [image009.png](#)

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Kia ora e te whanau o Ara Poutama Aotearoa,

Ko te tumanako kei te rere te reo Maori i to ao i tenei wiki, [Te Wiki o te Reo Maori](#) (I hope that te reo Maori is flowing in your part of the world this week, which is Maori language week).

I'd like to acknowledge our 2,300 staff in Auckland. With Tamaki Makaurau now into its fifth week of lockdown I'm very aware how difficult this is for our Auckland team. On behalf of the Corrections whanau outside of Tamaki Makaurau, a huge thank you to our team of 2,300 for the heavy lifting you are doing to keep the rest of us safe.

On Monday I attended part of the annual three day National Training Event for Corrections psychologists. I was impressed by the organising committee's ability to turn what was to be an in-person event, to a virtual one that was still engaging, with expert international and local presenters, and very well attended (over 230 people). COVID-19 has certainly required many of us to change the way we do things!



*At the Psychologists National Training Event.*

The group is looking at how they can adopt a He Awa Whiria (braided rivers) approach which aims to weave together both Te Ao Maori and Western knowledge into the way psychologists undertake their work. He Awa Whiria is about aiming to work towards the middle of the river - and getting the best out of both worlds.

It was great to be able to thank our psychologists for the awesome mahi they are doing. This includes working extremely hard alongside custodial, probation and health teams to ensure the wellbeing of people in our care and management during the current COVID-19 restrictions.



*Our Te Whare Manaakitanga team has created a safe outdoors space for sessions using Perspex screens and outdoor furniture.*

From individual phone calls, AVL sessions, weekly newsletters, homework, producing programme and group specific material, creating safe spaces for sessions (check out the photo for the ingenuity shown by the Te Whare Manaakitanga team!) as well as general wellbeing resources - our psychology teams have done everything possible to keep people engaged in their treatment during a period of increased lock up hours. I know all these efforts have made a massive difference to the wellbeing of people and really demonstrate a humanising and healing approach.

Speaking of wellbeing, Lower North Regional Commissioner Paula Collins recently shared with me how the region has been focussing on wellbeing/oranga this year. This has been particularly important during the current COVID-19 restrictions. A number of staff have offered up their time to run a huge range of oranga activities for all Lower North staff. Each week there have been virtual activities on offer from speakers' corners, information on some of our new programmes, and wellbeing topics such as the importance of sleep, breathing exercises, and meditation. I'm including one of the weekly [Rataka](#) which shows the range of kaupapa on offer. Not surprisingly there has been fantastic uptake and feedback on this initiative.

The Lower North team has also produced a [Helping you stay connected during lockdown guide](#) aimed at supporting people to get through lockdown and stay connected. This is an awesome initiative - so well done Lower North! I'm sure that other regions and teams are doing similar mahi to stay connected.



*Click to see the full document.*

And finally, a word about official information. As I've mentioned before, I'm fully committed to meeting our obligations under the Official Information Act and promoting the principles of open and transparent government. The latest set of [Public Service Commission OIA results](#) for the six months to 30 June 2021 have now been released.

We continue to manage a very high number of OIAs with 3,979 received over this period and 97.6% completed within statutory timeframes. This is the highest number for all agencies so a great result. These continued positive results show our ongoing commitment to the principles of the OIA.

Like the OIA, the media also play an important role in keeping us accountable and the public up-to-date on matters of public interest. Media requests are often dealt with in a matter of hours or days, and are mostly seeking official information, so must be considered under the OIA. I appreciate the support you provide the Media Team to turn around information quickly, and provide relevant context to events and incidents, to ensure we're as transparent as possible. You can find out more about the role of the Media Team by viewing our [media policy](#) and guidance about responding to [OIA requests](#).

Robust record keeping and information management is really important to a core public service agency like ours. It's not just about following rules and guidelines – it makes us a more professional organisation by encouraging better decision making, driving collaboration, and making knowledge available for others to use.

If you do have any questions or issues with recording keeping, you should always feel free to ask. Your manager and the Corrections Services Help Desk can provide guidance. You can also contact the [Recordkeeping Team](#) for advice on recordkeeping compliance, and storage and retrieval of physical records, or the advice on our records management system CM9 contact, <sup>S 9(2)(a)</sup> [REDACTED]

Thanks again for all your help work. Kia kaha

Jeremy

