

# Mahi Aroha: Corrections' Volunteer Strategy

**Vision** - New Zealanders recognise the importance of rehabilitation by participating in a correctional volunteer service that is strategically-directed, professionalised, and based on Mahi Aroha.

Volunteer Activities	Recruitment	Induction & Training	Resourcing	Management	Assurance & Reporting	Reward & Recognition
<p><b>Best Practice</b></p> <p>Volunteers will provide 'Good Lives' services that motivate people in the Corrections system to achieve positive goals.</p> <p><b>Recommendations</b></p> <ul style="list-style-type: none"> <li>The eleven primary goods in the Good Lives model will be used as a framework to strategically direct the type of activities volunteers provide.</li> <li>People in the Corrections system will have a voice in determining the range of activities available to them.</li> <li>Volunteer activities will not replace the work of paid staff, and minimal overlap occurs between volunteer services and departmental/contracted services.</li> <li>Volunteers will be directed away from providing offence-focused treatment, and activities that present high risk to themselves or others.</li> </ul> <p><b>Endorsement</b></p> <p>The Acting Chief Psychologist, Director P&amp;I, and Director OE&amp;R endorse the use of the Good Lives model as a framework to strategically direct the type of activities volunteers provide.</p>	<p><b>Best Practice</b></p> <p>Corrections will strategically recruit volunteers to provide activities that align with a person's Good Lives needs, and the priorities of the organisation.</p> <p>Our recruitment approach will address barriers that prevent New Zealanders from volunteering, including misconceptions and logistical difficulties.</p> <p><b>Recommendations</b></p> <ul style="list-style-type: none"> <li>A systems will be developed to enable volunteer coordinators to identify gaps in services that support Good Lives primary goods, so they can recruit based on site needs.</li> <li>A new webpage and app will be developed to better support the recruitment process, and match site need to volunteer skills.</li> <li>Call to action videos will be developed to promote volunteering and recognise the input of volunteers.</li> <li>New avenues to recruit a diverse pool of volunteers will be explored, such as affiliate marketing through other agencies' social media sites.</li> </ul> <p><b>Endorsement</b></p> <p>The Director OE&amp;R endorses the recruitment approach.</p>	<p><b>Best Practice</b></p> <p>Corrections' induction and training processes will ensure volunteers understand their rights and responsibilities, and can undertake their roles safely and effectively.</p> <p><b>Recommendations</b></p> <ul style="list-style-type: none"> <li>First and second line assurance processes will be developed to ensure induction and training policy is followed in prisons and in the community.</li> <li>Volunteer role descriptions will be developed to ensure role clarity.</li> <li>Previously identified opportunities to improve the induction of external providers (including volunteers) will be implemented.</li> <li>Volunteers who work with children will be subject to Police vetting in addition to standard Ministry of Justice Criminal History checks.</li> <li>The L&amp;D team will develop a nationally training package for volunteers in prisons and the community.</li> </ul> <p><b>Endorsement</b></p> <p>The Director OE&amp;R endorses the role clarity approach.</p> <p>The National Manager Operations endorses the induction approach.</p> <p>The General Manager L&amp;D endorses the training approach.</p>	<p><b>Best Practice</b></p> <p>Corrections will take into account the needs of volunteers and their organisations, and the costs associated with volunteering.</p> <p><b>Recommendations</b></p> <ul style="list-style-type: none"> <li>Resources will be developed to assist volunteers in delivering services that complement departmental programmes. For example, working with Te Wananga to develop resources for volunteers to deliver to people outside of standard ILN course hours (i.e. homework).</li> <li>The petrol voucher policy will be reviewed, and a mileage-based system will be considered as part of the review.</li> <li>Regional funding pools of \$25,000 per region will be established for resources to enable volunteers to deliver Good Lives activities, including: <ul style="list-style-type: none"> <li>Stationary for volunteers to teach basic living skills</li> <li>Sports equipment for volunteers to teach fitness and wellbeing</li> <li>Materials for volunteers to teach arts and crafts.</li> </ul> </li> </ul> <p><b>Endorsement</b></p> <p>The Director OE&amp;R endorses the volunteer resourcing approach.</p>	<p><b>Best Practice</b></p> <p>The volunteer service will have strong leadership at a national and regional level. Staff delivering the service will have opportunities to access professional development.</p> <p><b>Recommendations</b></p> <ul style="list-style-type: none"> <li>A 'Principal Adviser Volunteers' role will be established in the OE&amp;R team to provide national level leadership. The role will progress the actions in this strategy, drive continuous improvement, and manage existing volunteer-related contracts and grants. They will also work with Corrections' Māori advisers and external iwi groups to apply Mahi Aroha concepts within policies and practice.</li> <li>Six additional volunteer co-ordinators will be established in the regions to support more New Zealanders to volunteer with Corrections, and provide regional leadership of the service.</li> <li>All volunteer co-ordinators will be encouraged and supported to access professional development opportunities such as Level 4 National Certificate in First Line Volunteer Management.</li> </ul> <p><b>Endorsement</b></p> <p>The Director OE&amp;R endorses the management approach.</p>	<p><b>Best Practice</b></p> <p>Corrections will have robust assurance and reporting processes in place to ensure compliance with policy, and drive continuous improvement of the volunteer service.</p> <p><b>Recommendations</b></p> <ul style="list-style-type: none"> <li>The Ara Poutama Practice Quality tool will be adapted as a first and second line assurance process to measure the quality of practice in the volunteer service.</li> <li>The OE&amp;R team will conduct periodic reviews to provide second line assurance on the quality of practice and compliance with policies and procedures.</li> <li>The OE&amp;R team will develop and maintain a risk action plan to mitigate risks associated with the delivery of volunteer services.</li> <li>A system will be developed to collate statistics on volunteering in the community to inform policy developments.</li> <li>Options to include more diverse information in national reporting will be explored, such as age, gender and ethnicity.</li> </ul> <p><b>Endorsement</b></p> <p>The Director Q&amp;P and Director OE&amp;R endorse the assurance and reporting approach.</p>	<p><b>Best Practice</b></p> <p>Volunteers will be seen as a pivotal part of the Corrections team. We will value and celebrate a volunteer's contribution toward achieving our goals.</p> <p><b>Recommendations</b></p> <ul style="list-style-type: none"> <li>Volunteer Long Service Awards will be introduced, similar to Long Service Awards for staff.</li> <li>National and regional good news stories will be shared through existing forums on a more regular basis.</li> <li>The work of community-based volunteers will be reflected in the Corrections Annual Report and other strategic documents.</li> </ul> <p><b>Endorsement</b></p> <p>The Director OE&amp;R endorses the reward and recognition approach.</p>

**Initial Costs = \$2.57 million over 4 years. CBAX Return on Investment = 1.5. Hours of service = 40,000 hours of service worth \$1.02 million each year (after volunteer coordinator salaries deducted).**