

05 December 2022

C159991

S 9(2)(a)

Tēnā koe S 9(2)(a)

Thank you for your letter received 25 October 2022 to the Department of Corrections – Ara Poutama Aotearoa, requesting information about Case Management at Canterbury prisons. Your request has been considered under the Official Information Act 1982 (OIA).

While someone is in prison, we do as much as we can to reduce the likelihood of them re-offending. This includes supporting them to address their offending, their alcohol or drug issues, and working with psychologists to address mental health concerns. It also means encouraging the people we manage to engage in education and training, and to prepare for employment and life in the community.

Our Case Managers work closely with people in prison to help with their reintegration and rehabilitation needs to ensure the safety of the community when they are released. This can include referrals to agencies or services that assist with support.

Case management practice is to commence planning for a person's release at the start of their arrival into prison. The plan will be different for every person depending on their needs, risks, length of sentence, and engagement. This practice combines risk considerations, rehabilitative requirements, cultural considerations, and reintegrative needs throughout their sentence.

As the person approaches their release date into the community, Case Managers will consider a number factors, such as the following:

- What is the person's static risk and offending type?
- Where does the person intend to live and who with?
- What were the person's conduct-related issues during imprisonment?
- What are the community-based risk scenarios in the most recent dynamic risk?
- What are the person's special conditions (including residential restrictions) and how could early contact with community probation help to plan for these conditions?
- What risks to children exist in the proposed home address in the person's plan?

You requested:

What is the current ratio of Case Manager to inmates at Christchurch Men's, Christchurch Women's, and Rolleston Prisons?

As of 4 November 2022, the current ratio of Case Managers to prisoners is:

Prison	Ratio of Case Mangers to Prisoners
Christchurch Men's Prison	1:25.4
Christchurch Women's Prison	1:21
Rolleston Prison	1:26.4
National Average	1:28.5

What is the desired ratio per Corrections policy?

The ideal Case Manager workload is an average of 121 hours per month, which works out to a ratio of one Case Manager to 35 prisoners. Different hours are allocated according to the risk level of a person and the stage of their sentence. If a Case Manager is managing predominantly high-risk offenders, then they will generally manage a fewer number of people.

How is the compliance with the PPM monitored?

Corrections refers to the Prison Operations Manual (POM). According to POM, Case Management compliance and practice is monitored via the six Standards of Practice (SOP):

- Initial Contact
- Contact
- Assessment
- Planning
- Parole
- Release Planning

The SOPs are managed by site, region, and nationally. Each person in prison works with their Case Manager, and together they prepare for their release, or if they are eligible for parole, their parole hearing.

What action is being taken to ensure that inmates are fully supported and prepared by Corrections for their parole attendances?

The actions taken to prepare a person for parole follow the SOPs mentioned above. Meetings between the Case Manager and person in prison are made made according to risk, needs, and responsivity:

- Risk is assessed at every planned contact
- The Offender Plan is a living document and updated as needed.
- Parole Assessment Reports (PAR) are completed three weeks before the scheduled parole hearing with addendums provided to the New Zealand Parole Board (the Board) with any updated information.

The above aims to ensure the person is ready for release by the Board.

Corrections recognises that family can play a critical role in a person's safe and successful reintegration into the community. Whānau are increasingly being included in all aspects of a person's sentence, especially release planning and parole hearings. Reintegration activities in the form of temporary and guided releases also help people prepare for parole. Information is available to the person being considered for parole and their whānau/supporters about the parole process, including what to expect in the hearing. This information can be shared by Case Managers.

The Board make the final decision for a person being released on parole and any conditions they must adhere to.

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



Leigh Marsh
National Commissioner