

17 March 2020

C117925

Elliot Ikilei  
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Dear Mr Ikilei

Thank you for your email of 21 January 2020, requesting information about staff 'callbacks'. Your request has been considered under the Official Information Act 1982 (OIA).

You may be interested to note that Corrections is currently undertaking a national review of shift patterns for staff. The review, 'Making Shifts Work', is a substantial project for Corrections and includes input from senior Corrections staff and union representatives.

'Making Shifts Work' is designed to deliver flexible roster patterns that provide safer and better working conditions for corrections officers and create more opportunities for increased rehabilitation and structured activity for prisoners.

You requested:

*The frequency of 'callbacks', that is, the process of contacting an off-duty Corrections Officer to come back to on-duty status... for the following prisons:*

- *Rimutaka prison*
- *Spring Hill prison*
- *Auckland South (Wiri) prison*

*and that the information be from the last three years.*


As you may be aware, callbacks occur when an employee is called back to work after having ceased work, or before their normal start time. Corrections generally uses callbacks when a minimum of three additional hours' work is guaranteed. Callbacks are most frequently used to cover shifts that cannot otherwise be filled, often at short notice. This is generally because the staff member who was originally rostered to work a shift has taken sick leave, or other leave at short notice, such as domestic or bereavement/tangihanga leave.

Please find the requested information for Rimutaka Prison and Spring Hill Corrections Facility, broken down by month, attached as Appendix One.

Auckland South Corrections Facility (ASCF), which is managed by Serco rather than Corrections, does not operate a callback system. Where there is a need to create ad-hoc staffing arrangements, ASCF uses overtime to fill staffing gaps. Although callbacks may be used from time to time, centralised records of this are not kept by ASCF. Accordingly, the part of your request which pertains to ASCF is declined pursuant to section 18(g) of the OIA, as the information requested is not held by Corrections, and we have no grounds for believing it to be held by another agency.

I trust the information provided is of assistance. Should you have any concerns with this response, I would encourage you to raise these 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.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Richard Waggott', with several overlapping strokes.

Richard Waggott  
Deputy Chief Executive  
Corporate Services

**Appendix One – Staff callbacks at Spring Hill Corrections Facility and Rimutaka Prison, 2017 to 2019**

	Rimutaka Prison	Number of staff <sup>1</sup>	Spring Hill Corrections Facility	Number of staff <sup>1</sup>
<b>2017</b>				
January	349	410.00	211	310.00
February	465	407.00	214	305.00
March	432	419.50	129	314.00
April	447	427.00	144	316.00
May	263	428.00	68	322.00
June	314	430.00	99	321.00
July	366	416.00	144	319.00
August	300	413.00	61	314.00
September	322	411.00	89	304.00
October	319	409.00	135	305.00
November	393	407.00	171	308.00
December	426	404.00	158	303.00
<b>2018</b>				
January	499	412.00	230	304.00
February	448	417.00	190	306.00
March	438	418.00	275	306.00
April	379	417.00	235	312.00
May	393	424.00	182	314.00
June	369	424.00	299	313.00
July	552	428.00	217	321.00
August	391	423.00	152	323.00
September	418	428.00	139	320.00
October	399	434.60	181	321.00
November	294	442.60	196	322.00
December	212	442.60	222	314.00
<b>2019</b>				
January	276	450.60	170	315.00
February	329	443.60	186	317.00
March	363	443.60	236	324.00
April	341	441.60	258	322.00
May	268	436.60	261	324.00
June	349	433.60	285	323.00
July	363	427.60	238	326.00
August	457	417.60	288	328.00
September	359	419.60	222	331.00
October	384	419.60	277	328.00
November	346	424.60	316	326.00
December	397	418.60	271	321.00

<sup>1</sup> As at the end of the month