

Legal instructions for Northern Region Prisons

When to use this process

If you are legal counsel needing to obtain instructions from your client in a Northern Region prison and a face to face visit is not available.

The following processes will assist to book a legal phone call or Virtual Meeting Room (VMR) which is a video call. The processes are correct as at 19th August 2021.

Northern Regional Corrections Facility (NRCF)

- Phone 09 401-5866 between 8am – 5pm
- Ask for the unit or your client
- Staff will organise a phone call or VMR for you to speak to your client
- Alternatively, you can email: PSReceivingOffice-NRCF@CORRECTIONS.GOV.TZ
- There are extra phones onsite to facilitate legal calls

Mt Eden Corrections Facility (MECF)

- For AVL bookings email OperationsSupport@CORRECTIONS.GOV.TZ or phone 0800 990-017 no later than 4.30pm or
- Phone 09 638 2488 or email: avlcoordinator.mecf@corrections.govt.nz
- To book a phone call or VMR, email MECFLegalConnect@corrections.govt.nz and CC CustodialSystemsMECF@CORRECTIONS.GOV.TZ, staff will do their best to organise a date and time asap

Auckland Region Women's Corrections Facility (ARWCF)

- Phone 09 250-9400
- Press 0 for reception or 2 for visits and ask for the unit or your client
- The person who answers the call will contact the unit and may respond to you with an update of booking a legal call or VMR or may transfer you to the unit/PCO who will organise a date and time for a phone call or VMR
- Alternatively, you can email: TrustARWCF@corrections.govt.nz

Auckland Prison (AP)

- Phone 09 304-3600, ask for the unit or your client
- You will be transferred to the unit or VIC who will organise a date and time for you to speak to your client by phone or VMR
- Alternatively, you can email: Auckland.Visits@corrections.govt.nz
- There are extra phones onsite to facilitate legal calls

Auckland South Corrections Facility (ASCF) Serco

- To send a message to your client requesting that they call you, email Complaints&Inquiries@serco-ap.com with the relevant information
- To book a phone call, phone 09 250 5900, press 0 for the operator and ask for the unit or your client. You will be transferred to the Supervisor who will organise a day and time for the phone call.