

Following on from the communication sent out on 15 April, we have been taking on feedback and made some improvements.

Firstly, there was some concern that the email subject line was quite lengthy and may impact successful delivery. As such, when you are sending an email to the prison email address, you only need to include the following in the subject line:

Request for AVL/PHONE (Prisoner Surname, First name)

Please include either the PRN or date of birth in the body of the email, this ensures we are booking your time with the correct client.

Secondly, we have updated email addresses that will see your requests dealt with directly, improving the response rate and times. These new email addresses are available on the back of this document.

We understand that there have been some teething issues with the process that we are continuing to work through. Please ensure that issues with specific bookings are sent to prisonercontact@corrections.govt.nz as this allows us to work on the concerns directly. Please remember to also include your preferred date and time, and two alternatives.

We are pleased to be able to offer Jabber as an alternative method for lawyers to contact clients, as opposed to having to do this via Court booths. However, we wish to remind you this does not increase the availability of video conferencing within the prisons. There are some sites that will be in a better position than others to support an AVL connection at this time. As such, in order to ensure AVL is available for use in cases where this is necessary, we ask that you consider whether your booking can be facilitated by phone.

If you are advised that AVL connections are unavailable, this is not something that can be changed by the prisoner contact team as it is impacted by availability, staffing, other bookings and security requirements. However, if the response is that Jabber is not supported, but AVL is available, please do let us know so we can follow up on that and help to facilitate this.

As a result of some of the AVL restrictions mentioned above, phone bookings will be offered as an alternative.

Further, we have feedback from some lawyers that they are not sure how to use Jabber. We have developed a "How to Guide" that is also available at the back of this document.

AVL/Phone Bookings

AROHATA PRISON	Tawa Site: Judy.Kerr@corrections.govt.nz
	Upper Site: Derryn.Betteridge@corrections.govt.nz
ARWCF	AVLCoordinatorARWCF@CORRECTIONS.GOV.T.NZ Daisy-Fau.Tanuvasa@corrections.govt.nz
ASCF AVL	AVLCoordinator@serco-ap.com
ASCF Phone contact	ascf.legalvisits@serco-ap.com
AUCKLAND MENS	Karen. Gibbons@corrections.govt.nz TrustAuckland@corrections.govt.nz
CHRISTCHURCH MENS	cmpcsm@corrections.govt.nz CMPSiteLead@corrections.govt.nz
CHRISTCHURCH WOMENS	CWPAdmin@CORRECTIONS.GOV.T.NZ
HAWKES BAY PRISON	AVLCoordinatorHBRP@corrections.govt.nz
INVERCARGILL PRISON	kerri.mason@corrections.govt.nz
MANAWATU PRISON	AVLCoordinatorMANAPP@corrections.govt.nz
MECF AVL/Jabber	avlcoordinator.mecf@corrections.govt.nz Chester.Aumua@CORRECTIONS.GOV.T.NZ
MECF Court instruction	OperationsSupport@CORRECTIONS.GOV.T.NZ
NRCF	avlcoordinator.nrcf@corrections.govt.nz
OCF	OCFPA@corrections.govt.nz
RIMUTAKA PRISON	RimutakaPSVisitsReception@CORRECTIONS.GOV.T.NZ
ROLLESTON PRISON	InfoHubRollestonPP@corrections.govt.nz
SHCF	SHCFInterventionsCoordinators@corrections.govt.nz
TONGARIRO	TongariroAdministration@CORRECTIONS.GOV.T.NZ
WAIKERIA PRISON	Waikeriavisits/interviewsbookings@correction.govt.nz
WHANGANUI PRISON	PSWanganuiVisitsBookings@CORRECTIONS.GOV.T.NZ

Jabber How to Guide

1. Open or Download Google Chrome.
2. Google Chrome will prompt you to install the Cisco Jabber Guest Extension (for Chrome).
3. Click Download

Additional software is required for voice and video calls:

 **Download** Cisco Jabber Guest Extension (for Chrome)

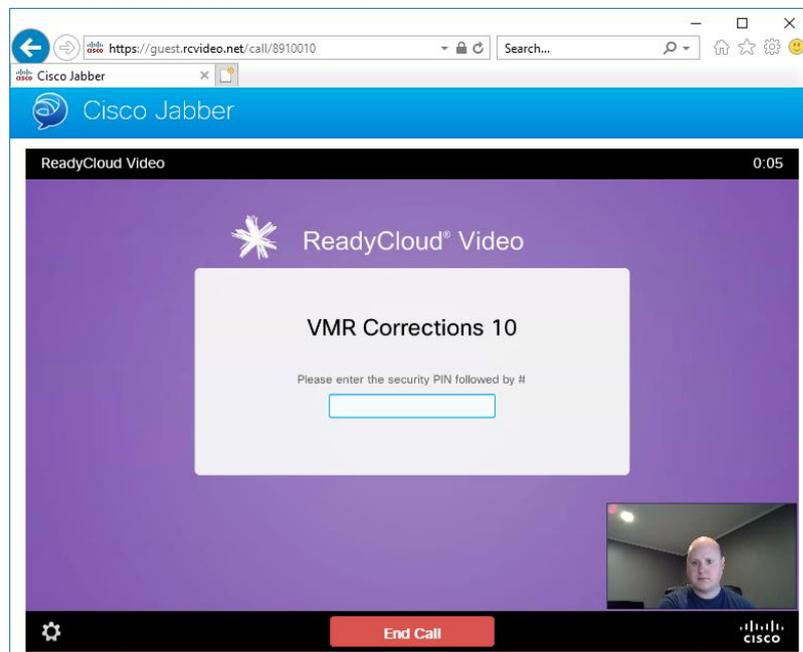
 By clicking Download, you agree to the [End User License Agreement](#)

4. Follow the prompt and select Add to Chrome

Once the plugin is installed

5. From the Email copy the link for the VMR room you want. It will be a hyperlink with an 8 digit number at the end (For example <https://guest.rcvideo.net/call/XXXXXXXX>)
6. Paste the link into Google Chrome and press Enter.
7. The page will load and you should be able to see yourself on camera.

8. Press the Green Call button

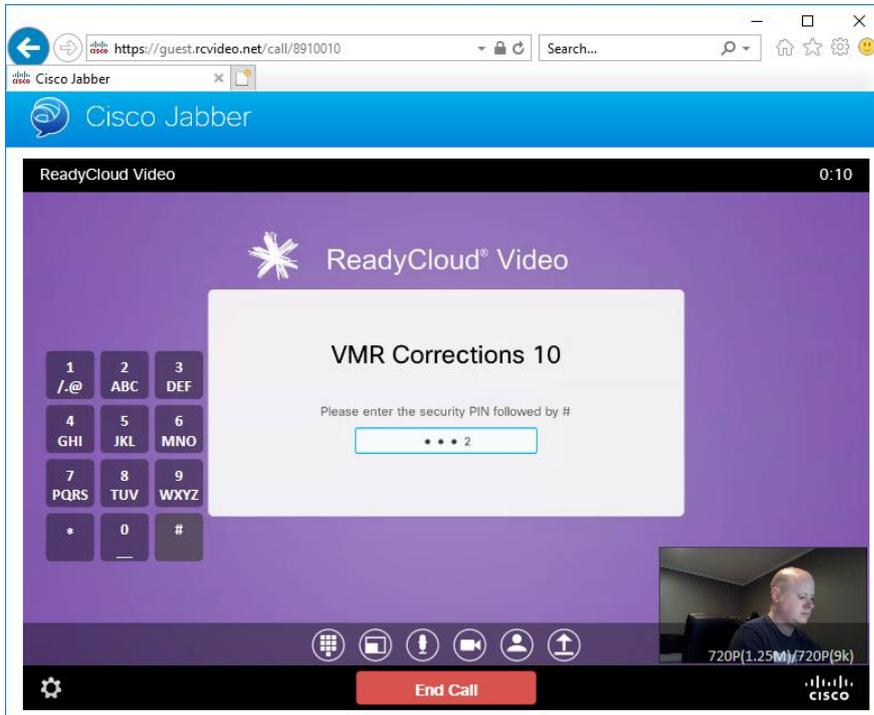


9. It will ask you to enter the security pin followed by #



10. Hover your mouse above the cog  on the bottom left of the screen and more options will appear.

11. Select the keypad icon  to bring up the virtual keypad. Enter the pin using the virtual keypad. You can't use your physical keyboard.



12. Success, you are now logged in. Once other participants join the meeting will start.

