

25 November 2025

During the COVID-19 pandemic, the Department of Corrections stood up a process to allow legal advisers to e-mail a prison no more than 20 double sided pages for printing and delivering to their client. A revised process to e-mail legal correspondence to prison sites has been finalised and is able to be shared with the legal profession.

This process is for **urgent** legal correspondence from lawyers that cannot be delivered, mailed, or couriered within a court-imposed timeframe. Urgent is defined as the prisoner having a court-imposed deadline to meet (e.g., a court appearance or filing deadline) within the next seven calendar days.

Provisions for lawyers' emails:

1. Lawyer emails received must be from a verifiable email address linked to the lawyer's firm or practice. Staff may verify this via New Zealand Law Society registry or the relevant law firm website etc.
2. Emails must include the following subject heading: **Legal Correspondence: (Prisoner Surname, First Name and PRN; unit optional)**.
3. The body of the email acts as the cover letter that would normally be included for physical mail, and there is no need for a separate cover letter to be attached. The body of the email should not contain any legally privileged material. The email should state pursuant to Section 110(2) of the Corrections Act 2004 that;
 - The legal adviser is acting in a professional capacity in respect of the prisoner.
 - The attached material is legally privileged and relates to the prisoners' legal affairs (if this is the case).
 - the reason for the urgency and why the documentation cannot be delivered as hard copy mail.
 - what is being requested (for example, the attachment is to be printed and delivered to their client).
4. Any attachments must not together exceed 20 double-sided A4-sized printed pages (i.e. 40 pages total).

If any of the above requirements are not met, the legal adviser will be informed of what requirement has not been met and the e-mail will be deleted. A new e-mail will need to be sent by the legal adviser that meets the requirements for processing.

If a legal adviser e-mails a prison site and the prisoner is not at that site, the legal adviser will be provided the correct e-mail address for the relevant site. The e-mail will be deleted, and it will not be forwarded. The legal adviser will need to send their e-mail to the e-mail address of the prison where the prisoner is located.

The prisoner will receive the printed e-mailed legal correspondence no more than 3 working days after receiving the e-mail where it is reasonably practicable. If a legal adviser requests specifically for the prisoner to receive the legal correspondence quicker than 3 working days, then the reason for this must be explained in the body of the e-mail. Staff will try and facilitate this as best they can, dependent on operational requirements.

Legal advisers are encouraged to raise concerns with staff at the relevant site. Any staff concerns about adherence to the process will be discussed with the legal adviser.

It is important to note that prison sites have varying levels of access to Visiting Justice or Justice of the Peace (JP) resources, and this may impact timeliness of requests requiring the swearing/affirming/witnessing of documentation. Please work with your local prison site to check their process arrange this.

If a legal adviser requests confirmation that the prisoner has received the legal correspondence, staff will endeavor to facilitate this request.

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The Department of Corrections is not resourced to provide an administrative function in relation to prisoner emails and so can only provide the above support for urgent matters with small volumes of documents. Legal advisers are encouraged to use the postal or courier system instead.

Please note that whilst Department of Corrections has created this process to protect legal privilege and will take the upmost care to do so, there may be times during this process where the legal correspondence is inadvertently seen by staff. By using this service, the legal adviser acknowledges the potential risk associated with it, and if the legal adviser has any concerns about using this service, then they should use the postal or courier system instead.

Prison E-mail addresses for Legal Correspondence:

NRCF	TrustNRCF@corrections.govt.nz
AUCKLAND PRISON	AucklandPrisonSeniorAdvisers@corrections.govt.nz
MECF	custodialsystemsmecf@corrections.govt.nz
ARWCF	trustarwcf@corrections.govt.nz
ASCF	Complaints&inquiries@serco-ap.com
SHCF	shcfesm@corrections.govt.nz
WAIKERIA	WaikeriaCustodialSystemsManager@corrections.govt.nz
TONGARIRO	TongariroAdministration@corrections.govt.nz
HAWKES BAY	HBRPAdmin@corrections.govt.nz
WHANGANUI	whanganuiprisoncsm@corrections.govt.nz
MANAWATU	ManawatuPrisonCSM@corrections.govt.nz
RIMUTAKA	wgtnndistrictcsm@corrections.govt.nz
AROHATA	arohata.csm@corrections.govt.nz
CHRISTCHURCH MENS	CMPCSM@corrections.govt.nz
CHRISTCHURCH WOMENS	csmchwmp@corrections.govt.nz
ROLLESTON	CSMRolleston@corrections.govt.nz
OCF	OCFPA@corrections.govt.nz
INVERCARGILL	trust-invercargill@corrections.govt.nz