

ANNUAL REPORT 2020



**PRISON
CHAPLAINCY
SERVICE**
of Aotearoa
New Zealand

*Haeu ora
ana koutou ki ahanu*

Introduction

Tēnā koutou, and welcome to the second annual report by the Prison Chaplaincy Service of Aotearoa New Zealand (PCSANZ).

PCSANZ, with the oversight of the churches, provides religious and spiritual services to all New Zealand prisoners under contract to the Department of Corrections (Ara Poutama Aotearoa). PCSANZ is also contracted by Serco New Zealand to provide chaplaincy services to Auckland South Corrections Facility. The New Zealand Catholic Bishops Conference works closely with PCSANZ to provide Catholic chaplaincy in all prisons throughout Aotearoa, New Zealand.

**Being the
Hope That
Transforms
Lives**

This Annual Report is based on our financial year:
1 July 2019 – 30 June 2020. Published December 2020

Prison Chaplaincy Service of Aotearoa New Zealand
National Office | Level 6 | 186 Willis Street | Wellington 6011
P O Box 9 | Wellington | 6140
www.pcsanz.org
Phone 04 381 4982

Contents

Board Chair's Report	3
Chief Executive's Report	4
About Us	
- The Trust	5
- Where We Work	6
An Introduction to Prison Chaplaincy	
- What is Prison Chaplaincy?	7
- Prison Chaplaincy in Action	8
Chaplain Profiles	9
Our Vision, Mission and Values	11
Prisoner (Paihere) Story	12
Our Volunteers	13
Volunteer Profiles	15
Prison Chaplaincy Through COVID-19	17
Year in Numbers 2019-20	19
PCSANZ Strategy in Action	
- Chaplain Development and Volunteer Participation	21
- Increasing Māori Involvement and Community Building	23
Funding	27
Thank You	29
Our Board	30



Like most organisations, during 2020, PCSANZ faced the challenge of operating in the completely new environment of the COVID-19 pandemic. This coincided with a year in which PCSANZ was required to renegotiate its five-yearly contract with the Department of Corrections, and in which it had planned major changes in the national office.

Board Chair's Report

During the Alert Level 4 lockdown period and into Level 3, chaplains and volunteers were unable to enter the prisons. Chief Executive John Axcell set the staff a programme centred on professional and personal development which was able to be carried out from home. Over time, ways were developed for there to be some contact with prisoners (paihere) and prison staff. The Department of Corrections and Serco are to be congratulated for their management of the prisons during the pandemic, which has to date prevented COVID-19 cases among the paihere.

The response to the pandemic also delayed planned changes at PCSANZ's national office, and for many months the office was staffed only by John Axcell and Finance Manager Ann Cowan. However, as we end 2020, the national office is back to full strength, with the new positions of HR Manager and Ministry Development Manager now filled. These will develop PCSANZ's management of staff and volunteers, and provide the opportunity for a deeper focus on and support for their ministry. This strengthening of the professionalism of the entire workforce is very positive for the future. The Regional Managers

continue to do sterling work in their regions, and will now have the extra support of the new national office staff.

The major project of 2020, on which PCSANZ's sustainability and future depends, was the five-yearly negotiation of its contract with the Department of Corrections for the provision of prison chaplaincy. Perhaps the most significant factor in the contract negotiations was the Department's early decision that there would be just one tenderer, PCSANZ. This level of confidence in PCSANZ's stability and competence is encouraging.

PCSANZ's financial position continues to be sound, and able to support not just its normal provision of service, but also organisational development and training. My thanks to all who have contributed to the work of PCSANZ during this strange year, especially the chaplains and volunteers whose ministry with the paihere is the reason for PCSANZ's existence.

A handwritten signature in blue ink, appearing to read "Anne Dickinson".

Anne Dickinson

Chief Executive's Report

Tēnā koutou katoa. Throughout the challenges of COVID-19, PCSANZ supported the approach taken by Corrections to manage the situation and looked to be helpful and responsive where possible.

For the most part our service was limited to being on call, although some sites had a lower level of chaplain presence. When restrictions eased the return was gradual, with chaplains returning first followed by volunteers.

The nature of chaplaincy is to have personal face-to-face contact with people, so limited contact from a distance has been challenging for chaplains and volunteers. I have appreciated the patience shown by chaplains and volunteers while they waited until restrictions eased. Thank you to all staff, volunteers, and our supporting churches for holding the anxiety and uncertainty that COVID-19 has created and maintaining a commitment to our vital ministry.

In the middle of these health challenges, PCSANZ and Corrections settled a new service delivery contract covering the next five years. It is great to have the support of the Department and their confidence in our service, and this reflects the good work that the chaplains and volunteers do and the growing skill and professionalism within

our team. PCSANZ is working positively with Serco to establish the same level of commitment and partnership at the private Auckland South Prison. I express my thanks to Corrections and Serco for their backing of our service over the year.

A key theme for PCSANZ has been our ongoing commitment to developing our service. At a practical level, our HR and ministry development functions have been strengthened. We are also providing more resources and training to improve our sensitivity to the needs of Māori pāihere, be more aligned with Corrections' Hōkai Rangi strategy, and develop both our chaplains and volunteers.

We are also growing in our understanding of what chaplaincy is all about. It's a service that deals with the needs of the individual, and takes responsibility for the spiritual wellbeing of the whole prison community. I view the chaplain's role as one where they see the Spirit at work in all of the people around them, help draw that work out, and make it fruitful. So thank you to all in PCSANZ who have been part of that holy and life-giving process over the year.



John Axcell



"It's a service that deals with the needs of the individual, and takes responsibility for the spiritual wellbeing of the whole prison community."

About Us

The Trust

In 2000, churches formed a charitable trust known as the Prison Chaplaincy Service of Aotearoa New Zealand (PCSANZ).

This new organisation set up a different structure for providing religious and spiritual services to prisoners in New Zealand, under contract to the Department of Corrections, which is also its main funder. The Trust now employed and supplied chaplains, where previously they were employed by Corrections. The Trust took over responsibility from Corrections for the faith-based volunteers in 2015. In August 2020, a new five-year funding agreement was settled between PCSANZ and Corrections.

PCSANZ is governed by a Board comprising representatives from the Anglican Church in Aotearoa New Zealand and Polynesia, the Associated Pentecostal Churches of New Zealand, the Baptist Churches of New Zealand Ko Nga Hahi Iriri o Aotearoa, the Methodist Church of New Zealand Te Haahi Weteriana o Aotearoa, The Presbyterian Church of Aotearoa New Zealand, The Roman Catholic Church of New Zealand, The Salvation Army Te Ope Whakaora, and Te Runanga Whakawhanaunga I Nga Hai o Aotearoa. Up to five members can be nominated onto the Board.



Where We Work

Northern Region

Northland Region Corrections Facility
Spring Hill Corrections Facility
Waikeria Prison
Hawke's Bay Regional Prison

Auckland Region

Auckland Prison (Paremōremo)
Mt Eden Corrections Facility
Auckland South Corrections Facility
Auckland Region Women's Corrections Facility

Central Region

Tongariro Prison
New Plymouth Remand Centre
Whanganui Prison
Manawatu Prison
Rimutaka Prison
Arohata Prison

Southern Region

Christchurch Men's Prison
Christchurch Women's Prison
Rolleston Prison
Otago Corrections Facility
Invercargill Prison

An Introduction to Prison Chaplaincy

What is Prison Chaplaincy?

The origin of the term 'chaplain' comes from the French word 'chappelle', which is a coat or covering.

The term originates from the old Christian story of St Martin who offered his chappelle to someone in deep distress and gave him a covering, a lifesaving protection, in a similar manner to the parable of the Good Samaritan; offering kindness, compassion and a Christ-like presence. Prison chaplaincy is focussed on providing that covering or care to those in prison, regardless of their faith or spiritual identification.

Simply put, our organisation is dedicated to supporting some of the most disadvantaged and hurt people in our society. For many of them, this disadvantage has been experienced since birth and that has led them to prison.





Prison Chaplaincy in Action

Our chaplains and volunteers journey with paīhere as they encounter the challenges of incarceration and separation from loved ones and whānau.

Prison chaplaincy has two areas of focus: ministry with individual paīhere, and building a healthy spiritual community at each prison site. This ministry is delivered both intentionally and serendipitously, through good organisation and unintended encounters as chaplains 'loiter with intent'.

Day-to-day, chaplains have a critical role in facilitating the building of a Spirit-filled community at their site and ensuring that all who wish to can contribute to that community – whether they are paīhere, volunteers, chaplains or prison staff. Chaplains ensure the service at each site is of the highest quality and reflects PCSANZ's values, while also leading and managing volunteers. They offer expertise in the core chaplaincy disciplines of pastoral care, delivering worship and

occasional services (for example, cell blessings), and giving opportunities to study the scriptures and other religious and spiritual material.

Joining alongside chaplains are the volunteers, who are a critical part of service delivery. There are rules and processes that volunteers are subject to in a prison setting, which adds a level of commitment not found in other forms of volunteering. There are around 1,130 faith-based prison volunteers across the country.

Importantly, the relationship between PCSANZ, the Department of Corrections, and Serco is a partnership. The work chaplains and volunteers do helps with the tensions that can arise, as paīhere struggle with issues that are difficult to resolve while in prison. Every day, prison staff also help facilitate the chaplains' ministry and programmes in numerous ways across the country. Government-church cooperation is truly at its best in prisons.



Richard Ward

Regional Manager Auckland – Mt Eden Prison

"One thing that's special in prison is that all of the 'masks' people wear outside are shed, and you just see the person."

Describe your journey into prison chaplaincy.

I trained in the Presbyterian Church, and I was a minister for over 20 years. I found that what I enjoyed most was engaging with people in the community who weren't already involved with a church, and prison chaplaincy proved to be my passion. Now I split my time between being a chaplain for Mt Eden and regional manager for Auckland, and I like both roles. I enjoy the grassroots chaplaincy, but also the opportunity to do more strategic work.

What stands out to you in your role?

The Christian message is inherently relevant to those on the margins of our society, so I focus on finding ways to engage with those who are excluded or would otherwise never show up in church. Paihere with Christian backgrounds (or any other religion), often want to reconnect and find comfort in their faith. Others, who may have never had anything to do with religion, take the opportunity to reflect on what their foundation for life is. It's quite a privilege to be able to walk with them during their time of crisis. That's a big part of chaplaincy.

What advice would you give to our new chaplains?

One thing that's special in prison is that all of the 'masks' people wear outside are shed, and you just see the person. There is a wonderful cultural diversity here, the paihere have had various experiences which have led them to prison, but underlying everything is our shared humanity. So it's vital to recognise that and be humble. These are people who, from a Christian perspective, were created in God's image as well. I'd also say be professional because we have a clear role that adds value to the system. By developing good relationships with officers and case managers, you can support each other to benefit the paihere.

What do you do in your spare time?

My wife and I have four children, ranging in ages from 12-30, so I spend a lot of my time doing family activities. We've been part of Scouts and Girl Guides for many years, I'm on the Board of the local high school, and I'm involved in the local church. I also really enjoy getting out in the garden, and in the warmer weather we love kayaking in the harbour.

Fou Sio

Chaplain – Rimutaka Prison

Describe your journey into prison chaplaincy.

In my career I have worked in the banking sector, at the United Nations and in the mental health sector. I was also ordained a Catholic priest in 1999. I've always enjoyed supporting people who are considered to be the lowest in our community, and felt called to serve in the church. When I first saw the opportunity to become a prison chaplain, I thought about it for a while and realised that God wanted me in chaplaincy and that it was right for me. In July this year, I started as a chaplain at Rimutaka and Arohata prisons.

What stands out to you in your role?

I'm very passionate about the job. I focus a lot of my time on one-on-one work with pāihāre and seeing the face of Jesus in them. Helping them with whatever they are struggling with, like grief, is really important. I also enjoy listening to pāihāre talk about what they believe, and supporting those who want to go deeper into the Bible. Many of them don't know God, so I can provide explanations and resources that help them on their journey. It's good to see someone become excited about their newfound spirituality and ask to spend more time working with you. Those pāihāre often begin spreading the word of God and start to transform others within their

units as well. You get some extremely positive feedback from the staff, like case managers, too.

What advice would you give to our new chaplains?

I would say new chaplains should focus on understanding the job description, so you know your purpose in the prison. There are so many different aspects to our work, and you need to carry out all of them well. I enjoy the challenge because I know everything I'm doing makes sure that chaplaincy is available to pāihāre when they need it. You are doing something very worthwhile, and you definitely can help change someone's life before they are released. By providing this service, you can support someone to become the person they want to be and reduce their chance of returning to prison.

What do you do in your spare time?

Outside of work, I spend time with my family and I'm very involved in my church community and parish, and do translation work for the parish. I'm a board member of a Catholic primary school as well. I love watching the 6 pm news and the All Blacks. I really enjoy video conferencing with my old friends from back in the islands too – I always look forward to chatting and laughing with them.



"It's good to see someone become excited about their newfound spirituality and ask to spend more time working with you."

Our Vision, Mission and Values

Our Mission

Being the hope that transforms lives

Tu Rangatira - Professionalism

He aha te kai ō te rangatira?
He kōrero, he kōrero, he kōrero.
What is the food of the leader?
It is knowledge.
It is communication.

Haumaru - Keeping Safe

Waiho i te toipoto,
kaua i te toiroa.
Let us keep close
together, not
wide apart.

Our Vision

Every prisoner has the opportunity to have their spiritual and religious life enriched

Pononga - Servants of God

He taonga rongonui te aroha ki te tangata.
Goodwill towards others is a precious treasure.

Whakaute - Respect

He aha te mea nui o te ao?
He tāngata! He tāngata! He tāngata!
What is the most important thing in the world?
It is people! It is people! It is people!

Mahi Tahi - Teamwork

Naku te rourou nau te rourou
ka ora ai te iwi.
With your basket and my basket
the people will live.

Aroha - Compassion

Aroha mai, aroha atu.
Love received, love returned.

Prisoner (Paihere) Story

Getting Out of a Dark Place

I was in a really bad way when I came back into prison. I had just been through the hardest ordeal in my life – the passing of my beloved wife.

I was falling into a dark place, and I felt lost. But on remand there wasn't any help I could get, so the unit staff referred me to the chaplain. When I first spoke to him one-on-one, I explained what I had been through and how I was feeling. I was comfortable to really talk honestly about my grief, and I walked out of that room a lot lighter.

With ongoing sessions and some useful resources, like brochures and a journal, I am in a good state of mind and have a better outlook on life. Now I am planning for my future after my release.

If I hadn't engaged with the chaplain, I honestly don't know what would've happened to me. God bless him.



whakaute
respect

Our Volunteers

The Role

PCSANZ offers spiritual and religious support to all paihere inside prisons. To provide this service, PCSANZ relies on faith-based volunteers to come into prisons to help deliver group worship, group study and individual pastoral care to paihere every week. Our volunteers enable us to reach more of those paihere who choose to begin or continue their spiritual journey.

Volunteers are managed by our chaplains at each prison site. The professional chaplains give leadership to the volunteers' chaplaincy activities in the prisons, maintain relationships with key Corrections staff, and liaise with the local church and faith communities.

We value the commitment of our volunteer network. They work with our chaplains to deliver religious and spiritual services to groups of paihere, provide individual pastoral care (assistant chaplains), and facilitate Bible studies and other faith-based study groups.

Who Our Volunteers Are

Our volunteers come from all walks of life. They vary in age, ethnicity, faith and denominational background. Most are Christian, some are of other religions (e.g. Muslim or Buddhist). They are all endorsed members of a faith-based organisation. All are welcome and important for the service.

As at June 2020, there were 1,134 active volunteers on our database. This is an astounding number of people who have chosen to offer their skills, experience, faith, and time to paihere. The diversity of gifts that volunteers bring to prison ministry could never be provided by the chaplains alone.





Safety And Relationships

Becoming a volunteer is quite a process. Every person is not only vetted by PCSANZ, with commendations from their respective church or faith-based community, but there are extensive requirements from the Department of Corrections and Serco to gain access to the prison.

When organising the volunteers' activities at prisons, the chaplains are constantly aware of the need to be prepared for disruptions – the main ones being sudden prison or unit lockdown, or there being too few prison staff on-site at a given time to facilitate the volunteers' activities and/or ensure their safety.

Being a PCSANZ volunteer is different to being a personal visitor to a prisoner. As a member of the public, you may be able to become a visitor to a prisoner. However, this relationship is initiated by the prisoner and must be approved by prison management (Corrections or Serco). Generally, PCSANZ does not allow its volunteers to also be a personal visitor to any prisoner.

Owen Johnson

Assistant Chaplain – Waikeria Prison

"When you can bring light into a dark situation, it helps paihere in a way that standard prison programmes can't."

Describe your journey into volunteering as an assistant chaplain.

I was first invited to preach at a service in Waikeria Prison 42 years ago, and I truly got the bug. Since then I've volunteered in several roles, from supporting the chaplain to attending Bible studies and church services, and generally filling in when chaplains have retired or changed prisons. For the past five years, I've been an assistant chaplain.

What do you do in your role?

I support the prison chaplains, organise other volunteers, and regularly run services and Bible studies. Each day I also see between one and five paihere one-on-one. Some only need 10 minutes, others need over an hour – either way it's always good, and they genuinely need your support. They tend to unload personal stuff that they wouldn't do to an officer or a case manager because they see us as separate to Corrections.

What stands out to you in your role?

The whole rehabilitation system benefits from having us there because

the Spirit of God is in the chaplains. It's a high-pressure environment. So when you can bring light into a dark situation, it helps paihere in a way that standard prison programmes can't. Often you see paihere who suddenly realise that they are looking for something more, and want to find the presence of God. I enjoy being able to recognise the challenges paihere are going through, and then bring hope through Jesus Christ. I get great satisfaction from seeing their attitudes and lives change as they prepare to be released.

What would you say to other potential volunteers?

I would say that anyone who's thinking about volunteering for prison chaplaincy should get involved to see if it is what God wants in their lives. Over the years I've taken people to Sunday services because they thought it was their calling, but they've realised it's not. Whereas I first went along thinking I would go in once a year or so, but I knew it was where God wanted me. There are lots of us who feel that pull. We have six volunteer teams who come in and take 12 church services every Sunday, and we all see the excitement and change that the Spirit of God brings!

Hera Whitehead

Assistant Chaplain – Arohata Prison

Describe your journey into volunteering as an assistant chaplain.

In my role as a community priest in our parish, St. Michael & All Angels, I had really enjoyed the work I had done with PD workers. I just knew in my heart that it was my calling to help people in our community who are broken and don't know what to do. So when an opportunity came up to take an induction course to volunteer in prison, I took it. I've been volunteering for the last two years, first at Rimutaka and then I became an assistant chaplain at Arohata last year.

What do you do in your role?

I volunteer two days a week, spending time in the different units. Often we will sit among the paihere, to talk and share heartfelt stories – including some of the tragic things that have happened in their lives. One moment we will be singing together, the next praying. One Sunday each month, I lead the worship in the chapel with other volunteers. I also fill in whenever there are general duties available or if the chaplain is away.

What stands out to you in your role?

There is a lot of brokenness in prison, so sharing that feeling of being loved with paihere is very rewarding – no matter what they have done in their past. You can feel the Lord among us all when you are together with the paihere. Jesus is there with us, and his love is radiating through us and among us. In all the chaos, he brings healing. I get so excited when I go there and experience the gift of God.

What would you say to other potential volunteers?

It is a truly humbling experience and a privilege. We've got an awesome group of volunteers in Arohata who support each other, pray together, and are led by a beautiful chaplain, Pam. The paihere get to know you and appreciate you for volunteering to spend your time with them. Just by being there, you bring a smile to their faces because they know you are there to share your love and encourage them.

"I just knew in my heart that it was my calling to help people in our community who are broken and don't know what to do."



Prison Chaplaincy Through COVID-19

The global outbreak of COVID-19 this year resulted in a high level of restricted movement across all sectors of New Zealand society. Prisons were no exception, and as a result, chaplaincy and other rehabilitative and reintegrative services had very limited access to sites from late March. The easing of national restrictions allowed paid chaplaincy staff to return to prison sites in late May, while volunteers gradually returned over the June period.

The chaplaincy service used the hiatus to prepare site resources, offer an on-call service to sites, and to provide written material to pāihore. Chaplains did occasionally return to deal with emergency and critical incidents during the lockdown period.

During the lockdown, we made more use of electronic forms of communication to manage internal services and maintain some degree of contact with pāihore. The very positive response from staff and pāihore when the chaplains returned to site highlighted the importance of having face-to-face contact to get the best out of relationships with pāihore and staff.



Service delivery was again disrupted in August with the outbreak in Auckland. The Auckland region went to Level 3 restrictions and the rest of the country to Level 2. The restrictions meant the gradual return of volunteers that had been occurring through June and July was halted, and chaplains in the Auckland region were required to operate with reduced access to pāihere. Chaplains in the rest of the country were usually able to operate normally but in some cases with increased PPE requirements.

By the end of September, the restrictions had reduced and normal services from chaplains resumed. However, the national return of volunteers is slow with prison site staff still re-establishing Health and Safety processes in many parts of the country. Also, churches and other faith-based communities have lost some cohesiveness due to being unable to meet for substantial parts of the year. This has meant that volunteer coordination has proved difficult. MECF reported that for the 39 Sundays available to the end of September (when services would be delivered), only 15 had any group service delivery.

Despite the COVID-19 crisis, we have observed that nearly all people in the prison setting have risen to the challenges and dealt well with all of the uncertainty, anxiety, and disruption.

We are prepared for further outbreaks. We will adjust our service delivery as required, to meet the needs of the site and to support the processes used by Corrections and Serco to keep the pāihere and staff safe.

Year in Numbers 2019-20

AN AVERAGE OF
25%
OF PRISONERS
ATTENDED A GROUP SERVICE
AT LEAST ONCE A MONTH
(OUTSIDE OF THE COVID-19 AFFECTED PERIOD)



18,416
INDIVIDUAL
SESSIONS
WERE PROVIDED
TO PRISONERS

8,417

GROUP SERVICES
WERE DELIVERED
IN ALL NZ PRISONS



THE TOTAL PRISONER NUMBER WAS

9,498
AS AT 30 JUNE 2020
(DEPARTMENT OF
CORRECTIONS)



WE PROVIDED
1 FULL-TIME
CHAPLAIN
PER **340** PRISONERS



19,319 INDIVIDUAL PRISONERS
ATTENDED GROUP SERVICES

1,134 ACTIVE
VOLUNTEERS
WERE ON OUR DATABASE



(AS AT JUNE 2020)

AN AVERAGE OF

15% OF PRISONERS

RECEIVED INDIVIDUAL CARE
AT LEAST **ONCE A MONTH**

(OUTSIDE OF THE COVID-19 AFFECTED PERIOD)

12,165 INDIVIDUAL PRISONERS
RECEIVED ONE OR MORE
SUPPORT SESSIONS

PCSANZ
HAD **48**
STAFF



PCSANZ Strategy in Action

Our Strategic Focus Areas

As part of the strategic plan issued by our Board in 2019, we continue to focus on four key areas for strategic development. They are: developing our chaplains, strengthening volunteer participation, increasing Māori involvement, and community building.



Dave Marshall

"My job is to strengthen the skills and professionalism of chaplains and volunteers, evolve the systems and processes that support their work, and develop the culture and theology of our chaplaincy."

Chaplain Development and Volunteer Participation

Two of our strategic development areas – developing our chaplains and strengthening volunteer participation – go hand in hand. As an organisation, we need to support both chaplains and volunteers to meet our responsibilities to Corrections and Serco and ensure that pāihēre are receiving the best service possible.

Every day, chaplains work one-on-one with pāihēre, maintain relationships with prison staff, and organise teams of volunteers. That volunteer engagement is vital, as we have over 1,000 volunteers who give up their time each week, from groups who lead Sunday and midweek services to assistant chaplains who work closely with chaplains in part-time roles.

This year, Dave Marshall joined our team in the newly created role of Ministry Development Manager, to lead our efforts in these areas.

"My job is to strengthen the skills and professionalism of chaplains and volunteers, evolve the systems and processes that support their work, and develop the culture and theology of our chaplaincy. It's all about providing the highest-quality service to pāihēre, with consistency across all of our sites – from Kaikohe to Invercargill."

There are several very unique challenges inherent to prison chaplaincy, one being

that the role of chaplain requires a raft of different skills. They need to be strong and professional in their ministry, connect with pāihēre, build rapport with prison staff, manage and lead volunteers, and use IT and computer systems. By honing the incredible attributes our chaplains bring, adding job-specific skills, and having a solid base of professional standards, we can create as much consistency as possible across the complex variety of sites.

Without our volunteers, we simply couldn't deliver the level of service we do. On Sundays, every prison in New Zealand has dozens of volunteer teams leading group services. We're also fortunate to have assistant chaplains in part-time roles throughout the week. We want to ensure we have robust systems to recruit, train and support them so that they not only have a great experience but are also reinforcing our strategic focus.

"Striving to provide pāihēre with a quality service isn't always the most popular activity in society, but for us it's irrefutable. In the Christian faith, scripture is full of stories about prisoners. Jesus was very clear that we are all equal in terms of God's love. In the same way, we as an organisation are non-judgemental. Even pāihēre who have committed the worst crimes were created in God's image, and are deserving of love and care. To show that love well, we need our whole team to improve continuously."

We are now reviewing and developing our operational systems, and implementing some of the recommendations we received from the comprehensive volunteer evaluation carried out last year. We're developing chaplains' skills to build on their volunteers' abilities – particularly with the assistant chaplains as they effectively mirror their chaplain's work. We are providing more training and support for volunteers who want to improve their understanding of Te Ao Māori (Māori worldview) and Te Reo. We are also working on expanding our range of volunteers across age, gender, ethnicity, and background to better reflect the pāihēre we work with. Making volunteering opportunities more appealing to a diverse range of church and faith communities will bring even more vibrancy to our service, and improve the likelihood that pāihēre will find a connection with one of us.

Vitally, as part of our contract with Corrections, we have criteria that we must meet, and back with evidence. So strengthening our policy and procedures, as well as making qualitative and quantitative reporting more accessible, consistent, and meaningful is another key focus. This information will also help highlight areas where we can lift our service delivery.

"In everything we are doing, we want to give pāihēre hope and optimism for change. I believe that if we as an organisation do our job well, we have the opportunity to transform our society."



Russell Woodhouse

“Finding belonging and faith helps paihere feel that they are not defined by their offending.”

PCSANZ Strategy in Action

Increasing Māori Involvement and Community Building

The Department of Corrections' strategic plan for its entire operation, called 'Hōkai Rangi', marks a significant shift in thinking. This approach also aligns with two of PCSANZ's own strategic focus areas, namely increasing Māori involvement and community building.

Hōkai Rangi seeks to empower both Māori and non-Māori in the prison system through principles of Tikanga Māori (Māori culture and customs). While that is inherently more effective for Māori, many elements of Te Ao Māori (Māori worldview) are universal for all people. For example, it promotes everyone being recognised and respected and feeling connected to the whenua (land), their whakapapa (genealogy), and whānau.

Hōkai Rangi is, in part, a response to the fact that 53% of the prison population is Māori and reflects their goal for the prison population to better match New Zealand's ethnic demographic. It also expands on the belief that the pathway to an individual's healing is through a community journey.

Three of Hōkai Rangi's underpinning principles speak to PCSANZ's strategic focus, they are humanising and healing, whānau, and incorporating a Te Ao Māori worldview. Essentially, through prison chaplaincy, we want to allow paihere to heal, and feel included in a community

while accessing Māori values and customs.

Tongariro Prison is a leading example of Corrections' and PCSANZ's combined strategies in action. Chaplain Russell Woodhouse is in a unique position to incorporate the new direction into his ministry.

“I'm originally from Australia, and I have English, Irish, Scottish, and German ancestry. I arrived in New Zealand in 1988 as a Catholic priest and began learning Te Reo and Tikanga Māori. For the last 25 years, I've worked in various roles in prison, and for the last three as the chaplain. During that time, I've become very close with the local iwi and have been recognised as a leader within the prison.”

Russell has helped to weave Māori principles and community building into Tongariro Prison's operations.

Every new staff member, paihere or visitor who enters the site is given a whakatau (welcome) that shows respect for the local iwi, and the visitor. This can be very special, and produces warmth and openness right away. We also run various counselling programmes, such as Mauri Tu Pae, where paihere uncover the path that led to their offending. Most often this involves dealing with significant long-term trauma, and whānau are brought into that healing process as well.

"No matter what your ethnicity, we all want to feel connected to our place and our people. A lot of paihere I work with are missing that, and they've been cut off because of their crimes. Finding belonging and faith helps them feel that they are not defined by their offending."

As Tongariro is a fully-segregated prison, we can hold combined church services there. This helps build a sense of whānau, as up to 80 paihere and staff join together for karakia (prayer), waiata (song), and conversation.

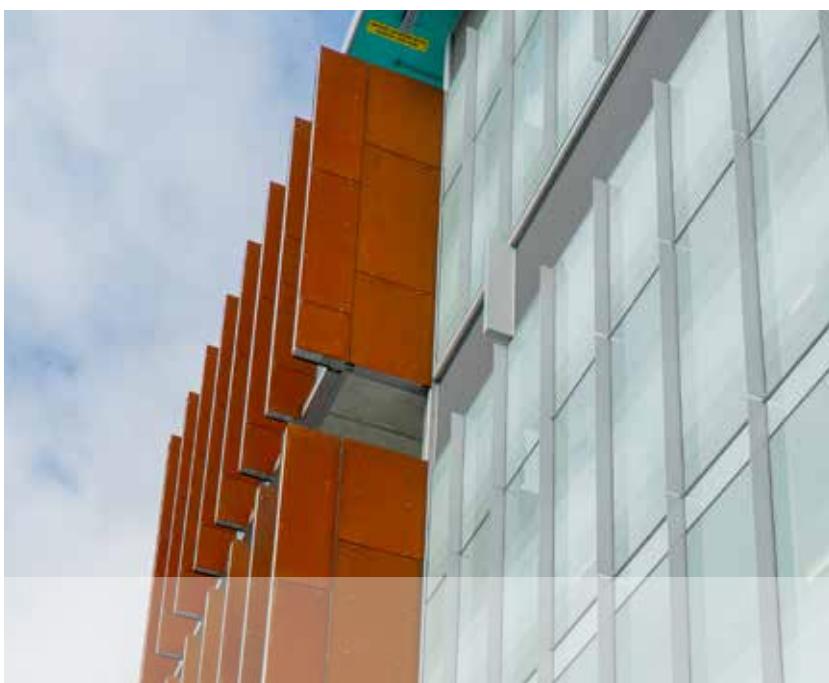
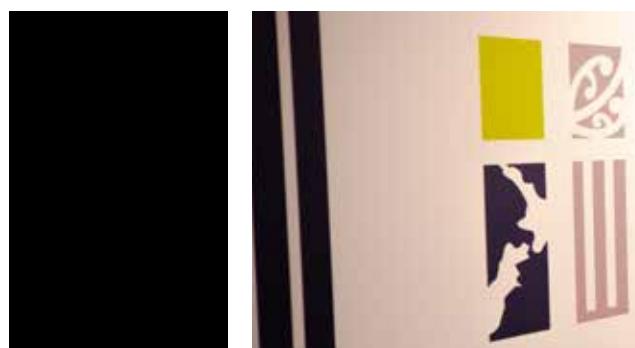
"Often, in our discussions with paihere, I try to focus on how their spirituality and living the Gospel can help them relate to others. We place great importance on showing respect, acting as peacemakers, and being merciful. To involve paihere in our ministry, I also have a committee made up of two representatives from each unit. They help prepare church services on Sundays, and if I'm not here they coordinate and lead the karakia for the prison. This recognises that we are all equal in God's eyes, and that we all have the potential to contribute to ministry and the wider community."

The high-level of engagement and success our service is having in Tongariro is significant.

"Through our approach to prison chaplaincy, I have seen paihere who come in with no interest in reintegrating with society become healed from some big issues, and are eventually released as positive members of society. By learning a new perspective for life and being invited to lead in our church services, they gain self-confidence, begin to interact as reasonable adults, and find hope for their future."



25





Funding



Sources of Funding 1 July 2019 - 30 June 2020

Contracts	\$2,564,424
Investments	\$25,954
Other	\$23,718
Donations and Grants	\$3,403



How funds were spent 1 July 2019 - 30 June 2020

Personnel	\$2,220,372
Operating Expenses	\$227,580



This financial information is extracted from the audited financial report of Prison Chaplaincy Service of Aotearoa New Zealand Trust. A full set of audited financial statements for the year ended 30 June 2020 is available on request.

Charities Services Registration: CC24724



Thank You

Donations and Grants

We sincerely thank the following donors and churches who supported PCSANZ during the past financial year. Their regular contributions toward our work is very much appreciated.

Crossroads Methodist Church

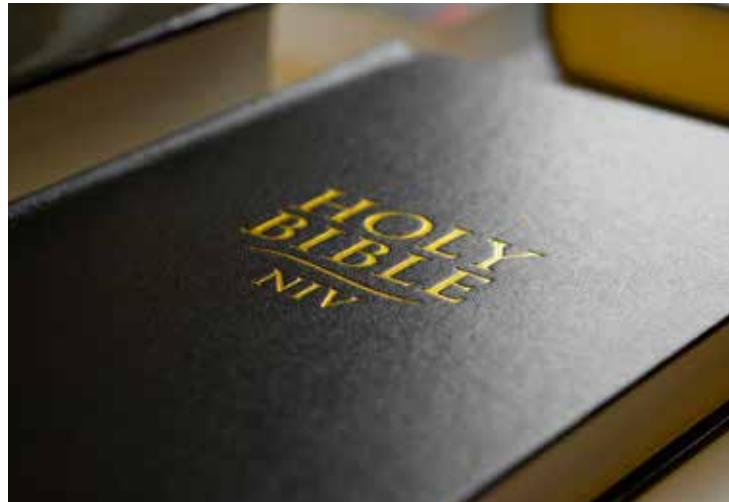
St Stephen's Presbyterian Church, Invercargill

Village Baptist Church, Havelock North

JP Axcell & AJ Shrapnell

L Henare

Anonymous via payroll giving



Bible Society New Zealand

Thanks to the support of the Bible Society, this year, 1,580 Bibles and New Testaments were distributed to prisoners in New Zealand prisons. 196 of the Bibles were supplied in non-English languages including Māori and Samoan. Bibles and associated reading material are some of the few items that prisoners can keep in their cells while in prison.

Volunteers and Supporters

We thank all our faith-based volunteers, and those in the volunteer network, who dedicate themselves to helping us deliver prison chaplaincy through their time and skills. We are continually amazed by our many volunteers!

Department of Corrections Ara Poutama Aotearoa

A very big thank you to the Department of Corrections Ara Poutama Aotearoa for their support and funding of our service. This year they renewed their arrangement with PCSANZ and generously increased their level of funding.

Our Board

Trustees

Anne Dickinson - Board Chair

Murray Cottle

Seth Fawcet

Peter Williamson

Colin Ryder

Glenton Waugh

Miriama Su'a-Hicks

Anthony Lenton

Diana Tana

Richard Wallace

Appointed by

nominated by Trustees

Baptist Churches of New Zealand Ko Nga Hahi Iriri o Aotearoa

Associated Pentecostal Churches of New Zealand

Methodist Church of New Zealand Te Haahi Weteriana o Aotearoa

nominated by Trustees

The Salvation Army

Presbyterian Church of Aotearoa New Zealand

Roman Catholic Church of New Zealand

Te Runanga Whakawhanaunga I Nga Hoi o Aotearoa

Anglican Church in Aotearoa New Zealand and Polynesia



Our Management

Chief Executive – John Axcell

Senior Catholic Chaplain – Veronica Casey

Regional Manager Northern – Maurice McLaughlin

Regional Manager Auckland – Richard Ward

Regional Manager Central – Pona Solomona

Regional Manager Southern – Colin Morrison



PRISON
CHAPLAINCY
SERVICE
of Aotearoa
New Zealand

*Haere mai
ana kaitiaki tei whanau*

www.pcsanz.org