

Ensuring our  
operations  
benefit everyone.





**Are you looking to partner with an Australian company with a large workforce to complement your business?**

With expansive operations, warehousing, logistics and labour force capability across metro and regional NSW, we specialise in overflow and import replacement work, supporting Australian businesses to keep manufacturing onshore.

**Who are we.**

CSI is a commercial arm of Corrective Services NSW employing more than 5,000 people in custody across fourteen industries.

**What we do.**

CSI provides an extensive range of products and services for the day-to-day operation of NSW Correctional Centres. CSI also manufactures and supplies product and services in partnership with the private sector and Government.

**Why we do it.**

CSI work programs provides work readiness capability for people in custody to enhance their opportunities to gain employment post release, reducing recidivism and enhancing community safety.

**Our business.**

We have over 120 commercial business units and 60+ Service Industries operating across 29 Correctional Centres. We have been trusted by Australian businesses for over 30 years. CSI quality system is based on International Standards Organisation ISO:9001 Quality Management System with a number of its divisions being externally certified to this standard.

**Our commitment.**

Empower inmates to gain employment skills and qualifications while in custody. We continue to surpass industry benchmark performance for correctional industries globally with innovation at the forefront. We treat land, resources, and people with great respect.

**WHS.**

A commitment to WHS to manage the health and safety of workers and workplaces with training of staff and inmates.

**Vocational education and training.**

People in custody can participate in a program and complete traineeships in print, construction, warehousing, hospitality, food services, furniture making, laundry operations, horticulture, business administration, commercial cleaning operations, facilities maintenance, agriculture, and engineering.

**Work Release.**

We partner with over one hundred employers across NSW to provide skilled individuals who are eager to work.

**Pathways to Employment (P2E).**

P2E assists eligible inmates exiting custody to find a job that matches their skills, experiences, and employment goals.



## Trade Overseers.

At CSI, we employ trade qualified personnel in each business unit who are responsible for the management, supervision, and training of people in custody whilst they are at work. This involves coaching, instructing, and encouraging inmates as members of a team to develop their work skills to contribute to the productivity outcomes of the business unit.

Overseers are critical in providing technical expertise, a safe work environment, and positive role modelling demonstrating ethical business practices, honesty, and integrity.



## Inmate Incentive Allowance Framework

At CSI we pride ourselves in providing opportunities for people in custody to work and develop skills that can be applied in real work environments post release.

People in custody who attend work or program locations while in custody are paid in accordance with the Inmate Incentive Allowance Framework. This framework is designed to assist inmates to:

- Purchase necessities through the weekly Grocery and monthly Activity Buy Ups
- Contribute to family responsibilities
- Contribute to victims' compensation
- Accumulate savings for reintegration.

People in custody are paid using a standard pay rate. This pay rate is designed to progress the individual through employment levels based on performance, capability, and behaviour.

Employment is voluntary, albeit everyone is encouraged to work while in custody to develop work skills and complete qualifications. Working can support the pathway toward works release and post release employment.

When people in custody start a new role, they receive a formal induction and are issued with the CSI Working Safely book. Business Unit inductions explain start / finish and break times, payment levels, WHS requirements, machinery use and training.



## Agriculture.

Agriculture allows people in custody to be involved in livestock management and our milk processing unit. Growing and harvesting fruit and vegetables is another work opportunity that currently exists across several Correctional Centres state-wide.

Inmates are provided the opportunity to work in teams involved in intensive farming operations, horse training / rehoming, and agriculture supply chain.

CSI has several agriculture sites located across NSW including a milk processing plant at Emu Plains, farm and orchard operations at Mannus, farm operations at St Heliers and Balund-a, and a plant nursery at Mid North Coast.

### Correctional Centres

Balund-a  
Clarence  
Emu Plains  
Geoffrey Pearce  
Jonee  
Mannus  
Mid North Coast  
St Heliers

### Education / Qualification

Certificate III in Aboriginal and/or Torres Strait Islander Cultural Sites Work  
Certificate III in Agriculture  
Certificate II in Animal Care  
Certificate III in Business  
Certificate II in Conservation and Ecosystem Management  
Certificate III in Horticulture  
Certificate II in Racing Industry  
Certificate III in Supply Chain Operations  
Certificate II in Workplace Skills



## Buy-Ups.

Buy-Ups teams are located at several centres across the state that are responsible for the supply of key grocery and activity items to people in custody. The Buy-Up teams pick, pack, and deliver more than ten million items for over 12,000 inmates each year.

Working within the Buy-Up Hubs provides people in custody with experience in supply chain management, warehousing, dispatch processes, and customer service management.

### Correctional Centres

Bathurst  
Dillwynia  
John Morony  
Junee  
Mid North Coast  
Shortland

### Education / Qualification

Certificate III in Business  
Certificate II in Supply Chain Operations  
Certificate III in Supply Chain Operations  
Certificate II in Workplace Skills



## Demountables / Modular Buildings.

CSI has a strong business in manufacturing and installing demountable and modular buildings.

CSI Demountables has established a long-standing partnership with the NSW Department of Education refurbishing demountable buildings. The demountables are used as learning spaces throughout NSW supporting the growing population of schools within NSW.

The Modular Buildings unit work with a prefabricated modular building system offering a cost effective and robust solution for long term or temporary housing needs across the state.

Working in these teams provides people in custody with a terrific opportunity to develop skills in construction related trades and supply chain operations.

People in custody are provided with extensive training, development in construction operations, building practices, trade qualifications and construction related licencing.

### Correctional Centres

Cessnock  
Clarence  
Glen Innes  
Goulburn  
St Heliers  
Wellington

### Education / Qualification

Certificate III in Business  
Certificate II in Civil Construction  
Certificate III in Civil Construction Plant Operations  
Certificate II in Construction Pathways  
Certificate II in Electrotechnology  
Certificate III in Plumbing  
Certificate IV in Plumbing and Services  
Certificate IV in Project Management Practice  
Certificate III in Supply Chain Operations  
Certificate II in Workplace Skills  
Crane and Dogging Licencing  
EWP Licencing  
Forklift Licencing



## Engineering.

CSI has a strong Engineering division that produces a diverse range of metal products such as security doors and screens, trolleys, gates and fences, indoor and outdoor furniture and waste bins for government and external customers.

The work involves light to medium engineering services including cutting, bending, shaping, welding, assembling, powder coating, spray painting and packaging.

People in custody in these teams are trained through nominated registered training organisations including TAFE NSW welding modules and inmate workplace traineeships.

### Correctional Centres

Cessnock  
Clarence  
Hunter  
John Morony  
Kirkconnell  
Macquarie  
Parklea  
Wellington

### Education / Qualification

Certificate III in Business  
Certificate II in Engineering  
Certificate III in Engineering - Fabrication Trade  
Certificate III in Supply Chain Operations  
Certificate II in Workplace Skills



## Facilities Maintenance.

Facilities Maintenance plays a key role in maintaining the buildings and equipment across all Correctional Centres in NSW.

These functions provide an opportunity for people in custody to gain new skills and trades. Facilities Maintenance is a terrific opportunity for inmates who enjoy hands on physical work in an outdoor setting.

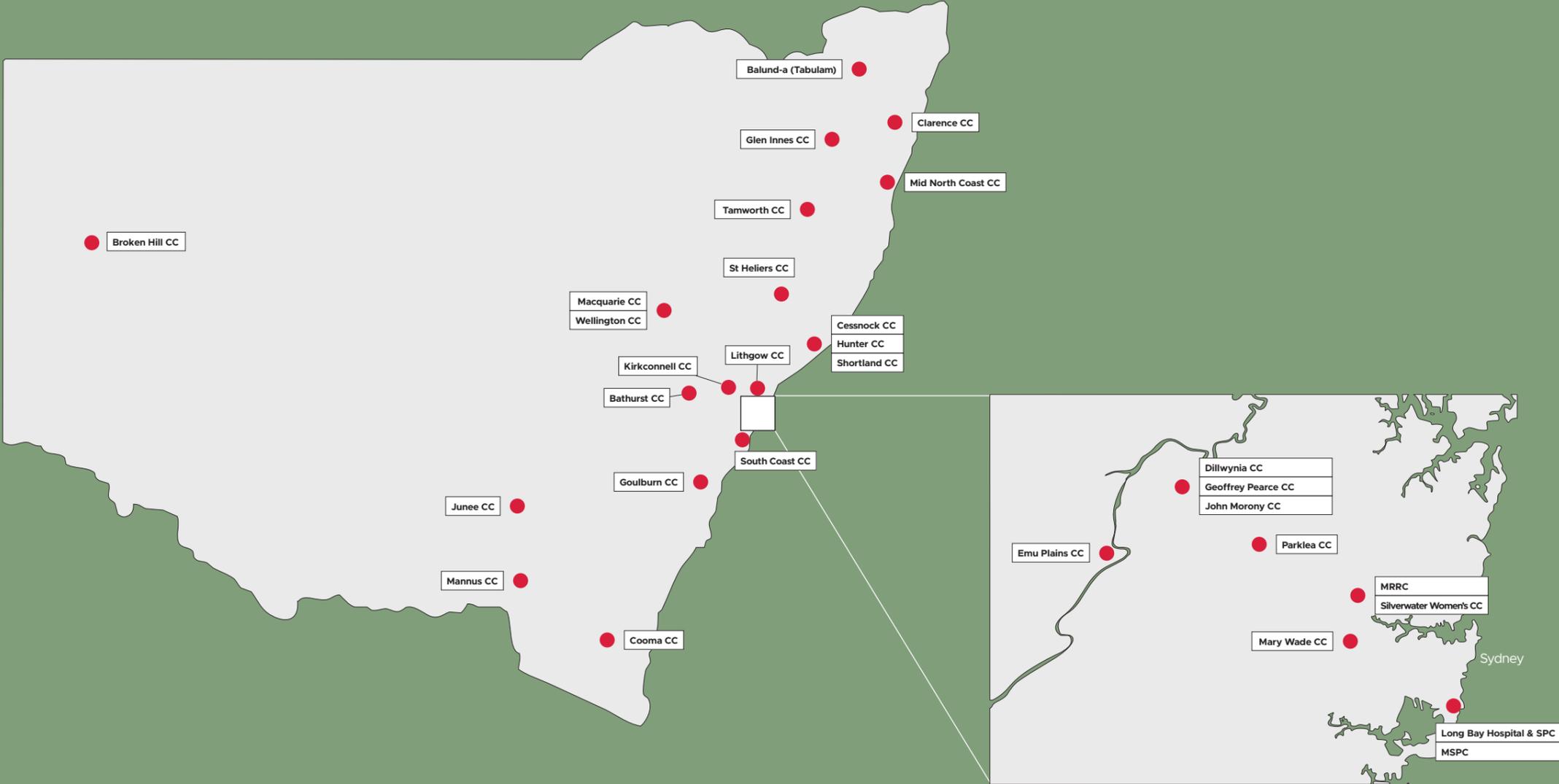
### Correctional Centres

Bathurst  
 Cessnock  
 Clarence  
 Cooma  
 Dawn de Loas  
 Dillwynia  
 Geoffrey Pearce  
 Glen Innes  
 Goulburn  
 Hunter  
 John Morony  
 Junee  
 Kirkconnell  
 Long Bay Hospital  
 Lithgow  
 Macquarie  
 Mannus  
 Mary Wade  
 MRRC (Silverwater)  
 MSPC (Long Bay)  
 Mid North Coast  
 Parklea  
 Shortland  
 Silverwater Women's  
 South Coast  
 St Heliers  
 Tamworth  
 Wellington

### Education / Qualification

Certificate III in Business  
 Certificate II in Civil Construction  
 Certificate III in Civil Construction Plant Operations  
 Certificate II in Construction Pathways  
 Certificate II in Electrotechnology  
 Certificate III in Horticulture  
 Certificate III in Landscape Construction  
 Certificate III in Plumbing  
 Certificate IV in Plumbing and Services  
 Certificate III in Supply Chain Operations  
 Certificate II in Workplace Skills

# Locations of Correctional Centres in NSW.





## Food Services.

Our Food Services team are responsible for feeding over 12,000 people in custody.

Each week 35,000 loaves of bread, 19,000 sausage rolls, 66,000 frozen dinners are prepared by people in custody in CSI food processing and preparation business units.

Within each Correctional Centre, there are dedicated food services units that employ people in custody to assist in the preparation, retherm or reheating of meals for inmates daily.

These work opportunities offer people in custody diverse training opportunities in primary food production and food processing. Inmates participate in hospitality, food processing and business administration traineeships.

There are also short courses for inmates in workplace hygiene and food safety.

### Correctional Centres

Bathurst  
Broken Hill  
Cessnock  
Clarence  
Cooma  
Dillwynia  
Emu Plains  
Geoffrey Pearce  
Glen Innes  
Goulburn  
Hunter  
John Morony  
Junee  
Kirkconnell  
Lithgow  
Macquarie  
Mannus  
Mary Wade  
MRRC (Silverwater)  
MPSC (Long Bay)  
Mid North Coast  
Parklea  
Shortland  
Silverwater Women's  
South Coast  
St Heliers  
Tamworth  
Wellington

### Education / Qualification

Certificate II in Baking  
Certificate III in Business  
Certificate III in Commercial Cookery  
Certificate III in Food Processing  
Certificate III in High Volume Baking  
Certificate II in Hospitality  
Certificate III in Supply Chain Operations  
Certificate II in Workplace Skills



## Furniture / Upholstery / Timber.

The teams that look after CSI's furniture and upholstery, supply to both internal and external customers for corporate, hospital, and aged care settings.

Working within these teams, people in custody are provided the opportunity to develop skills in design, cabinetry, and upholstery.

This work program also exposes people in custody to the logistics, supply chain management and warehousing of furniture, all of which are valuable skills to have post release.

There are several traineeships / apprenticeships that are available whilst working in this team.

### Correctional Centres

Clarence  
Geoffrey Pearce  
Glen Innes  
Goulburn  
Hunter  
Juncie  
Macquarie  
Mannus  
Mid North Coast  
Parklea  
South Coast  
St Heliers

### Education / Qualification

Certificate III in Business  
Certificate II in Construction Pathways  
Certificate II in Furnishing  
Certificate III in Furniture Finishing  
Certificate III in Supply Chain Operations  
Certificate III in Upholstery  
Certificate II in Workplace Skills



## Girrawaa Creative Work Centre.

The Girrawaa program, was established in 1998. It is a wonderful opportunity for Aboriginal artists to learn about and incorporate traditional Indigenous techniques and contemporary painting styles and stories into their work.

Art can be used to preserve and share cultural knowledge and traditions.

Our desire is for people in custody to develop their artistic profile which assists their economic independence and successful return to the community upon release.

### Correctional Centres

Bathurst

### Education / Qualification

Certificate II in Aboriginal and/or Torres Strait Islander Cultural Arts  
Certificate II in Workplace Skills  
Cultural Arts WUURA 1  
Cultural Arts WUURA 2



## Laundry.

CSI runs commercial laundries across many Correctional Centres within the state. These laundries provide large scale laundry and linen management services to NSW Correctional Centres, other government departments and many external customers within the aged care, nursing home, healthcare, and hospitality markets.

Our Laundry teams allow people in custody to gain skills working in an industrial environment, to Australian standards, operating commercial production lines and supplier management.

Whilst working within the Laundry operations, people in custody will be provided certified training that will benefit post-release employment in the laundry cleaning sector.

### Correctional Centres

Bathurst  
Cessnock  
Clarence  
Cooma  
Dillwynia  
Geoffrey Pearce  
Glen Innes  
Goulburn  
Junee  
Macquarie  
Mannus  
MRRC (Silverwater)  
MSPC (Long Bay)  
Mid North Coast  
Parklea  
Shortland  
South Coast  
St Heliers  
Wellington

### Education / Qualification

Certificate III in Business  
Certificate II in Laundry Operations  
Certificate III in Laundry Operations  
Certificate III in Supply Chain Operations  
Certificate II in Workplace Skills



## Print.

The Print team within CSI provides professional and quality service internally to Correctional Centres as well as external customers. The teams provide print production services including stationery and business cards, graphic design to brochures, publications, and book binding. They can also provide digital and screen print requirements including banners, promotional products, stickers, and signage.

Working within the Print team allows people in custody to develop highly sought after skills around design and print capabilities. All inmates within this team can undergo training in all aspects of our service offerings and leave with market competitive qualifications and experience.

Correctional Centres	Education / Qualification
Bathurst	Certificate III in Business
Geoffrey Pearce	Certificate III in Printing
Hunter	Certificate II in Printing and Graphic Arts
MSPC (Long Bay)	Certificate III in Supply Chain Operations
Parklea	Certificate II in Workplace Skills
Wellington	



## Recycling.

CSI is continually exploring ways to reduce our footprint environmentally, but also provide opportunities for people in custody to gain real work experience in an ever-growing industry.

The Recycling program employs people in custody to meet the recycling requirements of the centre. This process involves the sorting and compacting of materials ready for collection. This process allows for the reduction of landfill and reduces the overall environmental footprint of Corrections.

There is a dedicated education and training program designed for people in custody completing these work programs providing further qualifications.

### Correctional Centres

Cessnock  
MRRC (Silverwater)  
South Coast

### Education / Qualification

Certificate III in Business  
Certificate III in Supply Chain Operations  
Certificate III in Waste Management  
Certificate II in Workplace Skills



## Technology and Assembly.

Technology and Assembly provides a diverse work program for people in custody across a number of centres within NSW. The Technology and Assembly team engages in a range of extensive, hands-on manual work which may include packing educational kits, assembly of promotional packs, refurbishing headsets for airlines and electronic assembly of equipment. In our Bathurst team we also run a major decanting operation of cleaning and hygiene products.

The work within Technology and Assembly are varied and provide new opportunities to gain skills in a flexible work environment. People in custody are also exposed to the logistics, supply chain management and warehousing experiences, all of which are valuable skills to have post release.

### Correctional Centres

Bathurst  
Dawn de Loas  
Dillwynia  
Lithgow  
MSPC (Long Bay)  
Parklea  
Silverwater Women's  
Shortland  
SPC (Long Bay)

### Education / Qualification

Certificate III in Business  
Certificate II in Electrotechnology  
Certificate III in Supply Chain Operations  
Certificate II in Workplace Skills



## Textiles.

The Textiles teams within CSI are responsible for designing and manufacturing the entire inmate clothing requirements for Correctional Centres state-wide. They also provide a valuable service to external customers especially within health care providing hospital gowns and linen, retail and construction uniforms and even hand-made flag manufacturing.

Work programs within the Textiles team provides people in custody with a unique opportunity to work in a manufacturing environment providing skills development from industrial sewing through to production line processes and supplier management. These are skills that are easily transferrable post release for many industries within the community.

### Correctional Centres

Bathurst  
Cessnock  
Clarence  
Cooma  
Goulburn  
Juncie  
Lithgow  
MSPC (Long Bay)  
Mid North Coast  
Shortland  
South Coast

### Education / Qualification

Certificate II in Apparel, Fashion and Textiles  
Certificate III in Business  
Certificate III in Supply Chain Operations  
Certificate II in Workplace Skills

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We have a lot to be proud of, collectively our work changes lives in a positive way.

Talk to us. We look forward to building a partnership with you.

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**For further information or enquiries:**

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Visit [csi.nsw.gov.au](http://csi.nsw.gov.au)

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