

# Capability Statement.





### **Who we are.**

CSI is a commercial arm of Corrective Services NSW.

### **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 commitment.**

Empower people in custody to gain employment skills and qualifications while in custody.

### **Break new ground.**

Continue to surpass industry benchmark performance for correctional industries globally with innovation at the forefront.

### **A good citizen.**

Treat land, resources, and people with great respect.



### **Our customer service guarantee.**

The CSI Standards of Customer Service Management provide a total commitment to servicing customer needs. CSI guarantees the supply of products and services on time and manufactured to quality accredited specifications. CSI staff at all levels, are committed to fulfilling customer needs in a friendly, responsive, and professional manner. Serving the customer is the most important part of our business.



## CSI Print.

CSI Print employs around one hundred people in custody at four specialised print units. The print team provides professional and market competitive print services including production digital printing, pre-press and offset, screen printing, signage, pad printing, banner, direct to garment, large format inkjet, flexographic plus photocopying and finishing services. These services allow people in custody to gain highly sought after skills regarding design and print capabilities leaving custody with industry qualifications and experience.

Managed by Trade qualified overseers, CSI Print replicates the real-world working environment that allows people in custody to participate in work programs providing opportunities to learn new skills and gain employment experience.

Our widespread industry facilities and job ready workforce mean that we have robust contingency plans in place for the fulfilment of orders. While our warehousing and logistics services can facilitate long and short-term storage solutions, as well as deliveries across NSW and interstate.

Product Type	Examples	Technology / Equipment
General print work	Invoice books	Fuji digital printer
Folding / binding / collating work	Annual reports	Epson printer
Plate making	Brochures	Two colour 560 printer
Guillotining work	Catalogues	Plate maker
Carbonless	Greeting cards	Heat shrink wrapper
Packaging and assembly	Certificates	Laminator
Labels / stickers	Calendars	A2 offset six colour printer
Screen printing / garments	Posters	GTO A3 offset single colour printer
Print on product / packaging / finishing	Education material	Cylinder (cutting / creasing)
Floor graphics	Note pads	Guillotine
Outdoor banners / UV ink	Raffle tickets	Bostitch stitcher
Signage	WH&S signage	Paper drill press
One way vision	Commercial and retail signage	Plastic / metal binding machine
Offset printing	Advertising banners	Uchida aero folder
Flexographic work	Point of purchase display	Shrink wrapper
Laminating	Outdoor graphic decals	Laser cutter
Fabric / garment	Magnets	Digital printer (material)
	Newsletters	Digital printer (panels)
	Training manuals	Digital printer (short roll)
	Stationery	Digital printer (wide roll)
	Education material	Screen printers
	Business cards	Plastic bending equipment
	Playing cards	Perfect binder
		Cello glazing machine
		Character foil font stamp machine
		Two colour GTO machine
		Flexographic – two and four colour
		FUJI Xerox printer
		CTP Plate maker
		GTO Offset printers
		Slitting machine
		Wide format printer / cutter
		Laminator
		Forme cutting machine
		Paper drill
		Shrink wrapping machine
		Polar guillotines
		Slide wide format guillotine
		Stitching machine
		Plastic coil binding machines
		Quarter binding, saddle stitching and coil binding.



### **Our accreditation.**

Quality first. CSI conducts internal reviews and audits. The process entails information from an integrated schedule of audits and system/process evaluations covering Work Health and Safety, Quality Management Systems, Strategic Reviews, Security Systems, and performance against environmental, commercial and offender management measures.

High standards, internationally certified Quality Management System at CSI Corporate.



Quality  
ISO 9001:2015

The provision of administration and maintenance of the quality management system for the Corrective Services Industries.



### **Our clients.**

Our clients are varied, but they all have one goal in common: by working with CSI, they contribute to creating safer communities for us all. Providing people in custody with the opportunity to participate in meaningful work and develop skills they can use in the community significantly enhances the opportunity for post release



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