

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 Textiles.

CSI Textiles employs over five hundred people in custody at ten specialised textiles units. The Textiles team provides professional and market competitive services including cut, make and trim service.

These services allow people in custody to gain highly sought after skills regarding textiles work capabilities exiting custody with industry qualifications and experience.

Managed by Trade qualified overseers, CSI Textiles 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
Healthcare garments Clothing Underwear Safety apparel Safe cell clothing Linen Towels Blankets Bags Flags Curtains	General ward apparel Theatre apparel T-shirts Shorts Track pants Overalls Pyjamas Track tops Singlets Sports bras PPE work wear Sheets Pillowcases Towels Blankets Doona covers Laundry bags Body bags Library bags Carry bags National flags State and territory flags Kitchen aprons Shower curtains	2N Lockstitch Auto button sewer and feeder Auto elasticator Bar-tack Bias strip cutter Binder Buttonhole Buttonhole Indexer Collarette Compressor Cover-stitch Drawing table Elastic cutter Elasticator Electric stacker Fabric spreader Flat beds Handheld cutting equipment Hemming machines Iron Manual button sewer Manual cutting tables, 3m x 10m Overlockers Pathfinder fabric cutting machine Printer plotter Slitter Stud machine Style CAD Thermopatch stamping machine Twin needle Walking foot Zig zag



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.

The provision of products and services of various divisions and units: textiles, metal products fabrication, packaging of inmates' non-perishable groceries (buy-ups) and facilities maintenance. The refurbishment and packaging of headphone sets used in the airline industry and a range of contract packaging services.



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 employment.



For further information or enquiries:

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