

# 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 Upholstery.**

CSI Upholstery employs around one hundred and eighty people in custody at three specialised upholstery units. The upholstery team provides professional and market competitive services including the manufacture of new upholstered furniture, reupholstery, furniture refurbishment, timber frame construction, fabric sewing and cutting.

These services allow people in custody to gain practical experience and develop specialist skills in upholstery furnishing exiting custody with industry specific qualifications and experience.

Managed by Trade qualified overseers, CSI Upholstery 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 upholstery work General upholstery product refurbishment Furniture reupholstery Furniture refurbishment Manufacturing of new upholstered ottomans and lounges Office chair manufacture and assembly Sewing and construction of security bags, mail bags and other sewn items Foam spraying capabilities Correctional Centre security products	Lounge furniture Modular seating Ottomans Train / bus / boat seat manufacture and refurbishment Registered Clubs seating refurbishment Office chair construction and refurbishment Upholstered bedheads Acoustic panels Shade houses Inmate mattresses Inmate pillows Safe cell blankets Officer pouches Officer clear bags Inmate carry bags Lanyards	Compound feed sewing machines Overlockers Eyelet / stud press Pneumatic staple guns Assorted upholstery tools Spray booth Bandsaw / drop saw / panel saw Pedestal Drill Foam cutters Binding machines Button machine press Foam chipper Table and circular saw Heat guns Glue guns



### 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.

Member of Australian Furniture Association and Specialised Textiles Association



### 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 enhance the opportunity for post release employment.



**BGIS** ➤

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**For further information or enquiries:**

Call 02 4582 2420

Email [csi@dcj.nsw.gov.au](mailto:csi@dcj.nsw.gov.au)

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

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