

Introduction

Corrective Service Industries (CSI) operates workshops and factories in prisons which design, manufacture and provide a diverse range of products and services to the public and private sectors.

CSI provides real work experience and vocational training for inmates in **115** commercial business units and **62** service industries, located at **35** correctional centres.

Key Facts and Figures 2017/18

- **87.7% of eligible inmates in correctional centres operated by Corrective Services NSW (CSNSW) were employed, above the national average for employment in prisons of 80.5%.**
- **The total CSI revenue was \$134 million with a trading profit of \$50.4 million. This included a 1% contribution from external sales to the Victims Compensation Levy.**

Why provide employment and training to inmates?

By providing employment opportunities to inmates, CSI:

- contributes to their training and attitudinal development and enhances their opportunity to gain and retain post-release employment
- keeps inmates occupied during their terms of imprisonment
- provides the opportunity for them to contribute to the efficiency and self-sufficiency of the correctional system.

CSI business divisions

CSI has fourteen main business divisions that are involved in a diverse range of manufacturing and service activities. They provide responsibilities to inmates relating to work performance, output, quality assurance and customer service. These replicate commercial operating conditions.

CSI divisions	Main products/services
Buy-ups	Supply of approved groceries and other items for sale to inmates. Bulk purchase and packaging of 'In House' range of products for sale
Engineering	Steel and sheet metal fabrication of commercial products, security fencing, screens, weld, powder coat, wet spray
Furniture / Demountables	Complete office fit outs, workstations, upholstered chairs and privacy screens. Pine construction for the private sector and refurbishment of demountable classrooms and school furniture for Education
Print	Multicolour offset, digital and screen printed products, labels, book and manual binding, promotional product printing
Textiles	Clothing and linen for self sufficiency and health care markets, work wear, curtains and linen for private sector
Services	Aboriginal arts and crafts
Agriculture	Sheep and cattle, vegetables, orchards, mulches and garden products
Private sector	Commercial partnerships with the private sector
Technology	Commercial packaging and assembly, cleaning products, pick and pack operations, refurbishment of domestic appliances
Food Services	Bakery, sandwich making, milk processing, vegetable preparation, breakfast ration packs, cook-chilled meal preparation for inmates
Logistics	Facilitates CSI state-wide delivery requirements
Sawmill	Log processing to produce various timber products
Facilities Maintenance	Maintenance of buildings, cells, security systems, grounds, construction projects, centre hygiene operations
Laundry	Laundry services for internal and external customers



Is it mandatory for inmates to work for CSI?

All sentenced inmates in full-time custody are expected to participate in CSI work programs, where eligible. Inmates on remand and yet to be sentenced, while not obliged to work, are encouraged to participate for their own self-development.

Do inmates get paid for work?

CSI provides a system of remuneration based on individual performance in relation to productivity, quality, customer service and performance targets. Inmates' weekly wages based on a standard 5 day 30 hour week range from \$24.60 to \$70.55.

In some circumstances inmates may be required to work additional hours and can receive additional wages, up to a maximum weekly amount of \$85.

Why are inmates paid for work?

The wages system provides an incentive for inmates to participate positively in work and training programs. Receiving a wage also helps inmates to:

- purchase items through the 'buy-up' scheme
- assist with family responsibilities
- make a victims compensation contribution
- accumulate savings for when they leave prison.

How does CSI save the organisation money?

CSI makes a very significant contribution to the efficiency and self-sufficiency of the correctional system through its in-house agriculture, food services and facilities maintenance industries. CSNSW is able to reduce its reliance on more expensive external sources, significantly reducing the organisation's annual operational and capital costs.

Food self-sufficiency program

Each day CSNSW feeds over 13,000 inmates with approximately 39,000 meals of breakfast, lunch and dinner at an annual cost to the organisation of approximately \$28.5 million.

Without the in-house food services provided by CSI, it is estimated that the annual food bill would be more than \$7.3 million higher. This represents a significant annual saving for CSNSW and the NSW taxpayer.

Examples of the volume of food produced in 2017/18:

- **405,000kg of processed vegetables**
- **About 3.2 million apples**
- **More than 1.85 million litres of milk**
- **More than 2.6 million pies, sausage rolls and baked lunches**
- **More than 2.59 million loaves of bread and bread rolls.**

Other self-sufficiency initiatives

There is a range of other CSI service industries that contribute to self-sufficiency. These include facilities maintenance, grounds maintenance, centre hygiene, laundering and building and community projects.

Does CSI have an unfair competitive advantage?

CSI operates to strict ethical principles and is sensitive to potential impacts on businesses in the community. Potential exists for unfair advantage over businesses operating in the same sectors. For this reason, CSI is required to adhere to the *CSI Costing Policies* which is based on the principles of competitive neutrality to ensure that it is competing fairly with the private sector.

The Correctional Industries Consultative Council (CICC) performs an important role in monitoring the development and operations of CSI programs to ensure that they do not adversely impact upon businesses and employment in the community.

Members of the CICC are from a cross-section of business, trade unions and the community, as well as CSNSW staff. The CICC meets every two months to review CSI's operational and business proposals with an annual value of more than \$50,000.

A grievance handling mechanism for any complaints or representations about CSI's business activities is in place, and details are available at the CSI website.

Further information

Further information about CSI and its range of products and services is available at the CSI website: www.csi.nsw.gov.au