

CSNSW Commitment to Service

Corrective Services NSW (CSNSW) is an integral part of the criminal justice system and is committed to the delivery of quality professional correctional services to reduce re-offending and enhance community safety. CSNSW provides reports to assist sentencing and releasing authorities. It works in partnerships with other government and community agencies to ensure effective service and support for inmates and offenders and their families.

Recipients of CSNSW services are:

- The public of New South Wales
- New South Wales government and non-government agencies
- Inmates and offenders
- Families and friends of all people managed by CSNSW
- Victims of crime

They can expect:

- Professional and skilled staff committed to quality service delivery
- Courteous, fair and respectful treatment in accordance with due process
- That duty-of-care requirements for inmates are met
- Offenders, especially those of high risk of re-offending, are effectively monitored and supervised in the community
- Responses to correspondence, feedback and complaints which are timely, unbiased and confidential in accordance with CSNSW policy
- Personal information is handled confidentially in accordance with legislation
- Communication and collaboration with clear information on rules, procedures, schedules and entitlements
- Accurate signage in all correctional centres
- Accurate and up-to-date information on the CSNSW website
- Diverse needs including those based on gender, culture, age, disability, language and religion are met in an equitable manner
- Public assets and resources are managed ethically and efficiently

Contact details:

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