

Consultation Paper

Review of the CSNSW Education Operational Model

In 2015 the NSW Government approved a commissioning and contestability strategy for CSNSW, known as Better Prisons. It included initiatives to provide greater access to employment, education and vocational training for inmates.

Better Prisons found that to achieve education and training targets service delivery would need to:

- have flexibility to provide year round services;
- have capacity to respond to changing inmate needs;
- emphasise planning and delivery to assure that services are delivered.

The NSW Government endorsed a new model under which CSNSW would maintain responsibility for front end assessment, coordination and planning. With the exception of four Intensive Learning Centres (ILC), the delivery of education and training would be provided by external providers.

The model was implemented in 2017 and to date a formal evaluation has not been conducted. Recognising this, we are initiating a consultation process to gather insights and perspectives from stakeholders. Your contributions will play a crucial role in shaping a comprehensive review of our operational model and identifying opportunities for improvement.

Purpose of this consultation

This paper serves to inform you of the intention to review the operational model and invites you to provide written responses based on your experiences. Your feedback will help us:

- Assess the strengths and successes of the current operational model.
- Identify areas where the model is not functioning effectively.
- Explore potential improvements to better align our operations with institutional goals and staff capacity.

Overview of the current model

CSNSW uses a flexible mixed model for the delivery of education and training.

Sixteen Teachers and four Correctional Education Officers are employed across the four Intensive Learning Centres, delivery literacy and numeracy training to those identified as having the highest needs (South Coast, Lithgow, Wellington and Mid North Coast).

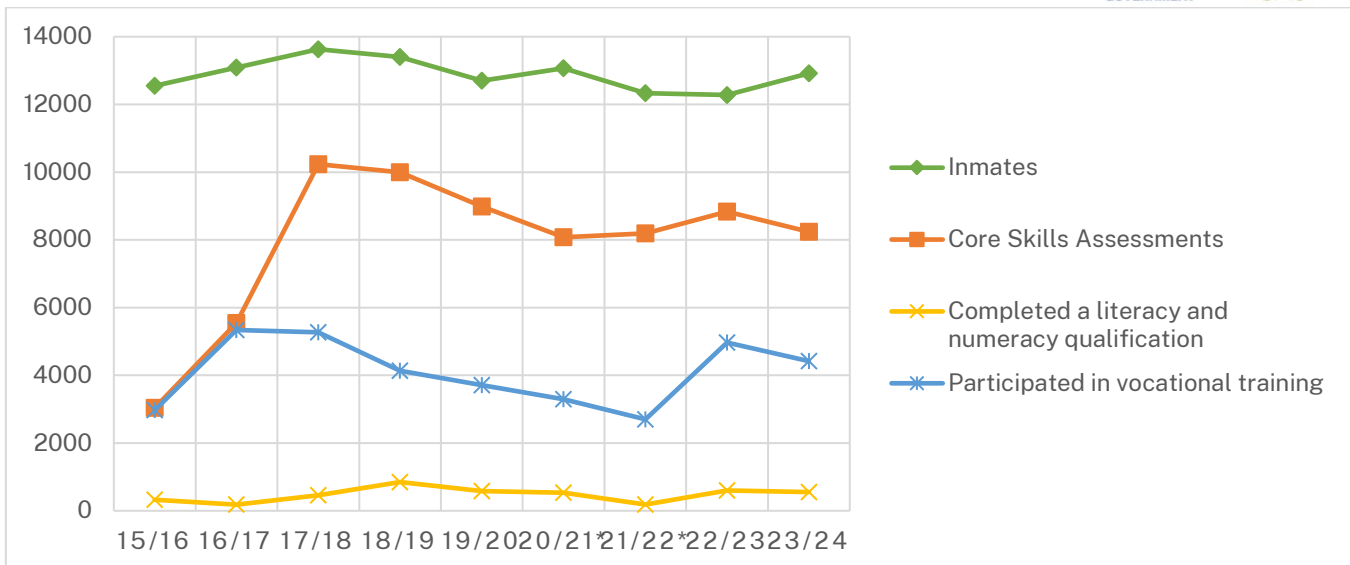
BSI Learning deliver literacy and numeracy training across all centres, as well as some vocational training.

TAFE NSW are contracted to deliver vocational training across all centres.

The contracts for both BSI Learning and TAFE NSW expire on 30 June 2026.

Participation rates have often been referred to as a measure of success. The table over the page details:

- fluctuations in the inmate population since the reform
- a substantial increase in completion of core skills assessments
- a notable increase in vocational training, impacted by the cessation of delivery during COVID19
- a slight increase in completion of literacy and numeracy qualifications, also impacted by COVID19.



*COVID19 impact on education delivery

Key questions for consideration

In your written response, please consider the following questions:

Strengths and successes

1. What aspects of the current operational model are working well?
2. Are there specific processes, structures, or initiatives introduced since 2017 that have improved efficiency, collaboration, or service delivery?

Challenges and areas for improvement

3. In what ways has the scope of work expanded beyond the original intent of the reform?
4. What challenges do you face in delivering your responsibilities effectively within the current model?

Opportunities for change

5. What changes or adjustments would improve the effectiveness and sustainability of our operational model?
6. How can we ensure a balanced and manageable workload for staff while maintaining quality outcomes?

Submission of responses

Stakeholders are invited to submit written responses addressing these questions. Your feedback is invaluable in shaping an informed review process.

Submission Details:

- Deadline for submissions: 30 April 2025
- How to submit: acworkandeducation@dcj.nsw.gov.au
- Confidentiality: Responses will be reviewed collectively, and individual submissions will remain confidential unless explicitly stated otherwise.

Next steps

Following this consultation, we will analyse the feedback received and share a summary of key themes. Your insights will help inform the next stages of the review, including potential recommendations for refinement or change.

Thank you for your time and contribution to this important review. We value your expertise and commitment to strengthening our education operational model.