Christmas/New Year Message

I would like to pass on to all Superintendents, Industries Officers and their families my compliments and best wishes for Christmas and the New Year.

1989 has been a year of important consolidation for Prison Industries in implementing the Government’s high profile commitment to prisoner work. It is confidently expected that many of the planning initiatives taken during the last two years will be successfully brought to fruition during 1990.

Of particular importance is the comprehensive Human Resource Development package now being implemented for Industries staff. The programme recognises both the Government’s and Department’s resolve to provide adequate recognition and regard for the efforts of our staff.

I thank all officers for their support during 1989.

Wayne Ruckley
Executive Director
Prison Industries Division

AN ACCOLADE FOR BARRY BLACKBURNRE

Standing: L to R — W. Ruckley, B. Blackburne, R. Nixon
Seated: L to R — J. Hart, A. Pattie, R. Hillian

See Story Page 2
An Accolade...

Barry was a popular choice and a worthy winner. The presentation, comprising a plaque and a book, was made by Mr Ross Nixon, the Deputy Director General, after an introduction by the Executive Director of Prison Industries, Mr Wayne Ruckley, who praised the consistent efforts, management skill, initiative and motivation which Barry Blackburne has demonstrated.

In commending Barry’s performance over the past four years, the Executive Director stated:

“Barry’s level of professionalism and commitment acts as a benchmark to which other officers can aspire”.

MINISTER appreciates JOHN GOFREY’S EFFORTS

The Minister for Corrective Services, Mr Michael Yabsley, M.P. has commended the co-operation of Maitland Gaol Senior Overseer, (Leather and Canvas), Mr John Godfrey, for the production of a prototype Leather Pouch. The pouch is designed to hold personal health care equipment and is a tangible demonstration of the initiative and co-operation which John Godfrey applies to his job.

Recognition of Officers’ Commitment and Potential

A Prison Industries SPECIAL DEVELOPMENT PROGRAMME has been instigated. The aim of the programme is to recognize the commitment and potential in Officers at the shop floor level and to provide the selected Officers with special developmental opportunities which would otherwise not have been available to them.

Two Officers have been selected for the Special Development Programme for the year 1989/90:

GRAHAME CHASELING
Senior Overseer, Metal Shop,
The Training Centre,
Long Bay Correctional Centre

JOHN GODFREY
Senior Overseer,
Leather & Canvas Workshop,
H. M. Gaol, Maitland

Grahame and John attended the recent C.S.I. Corporate Workshop and Diner and reported positively on the experience, particularly in terms of having the opportunity to interact both formally and informally with the senior corporate management and other Departmental heads.

CORPORATE EXCELLENCE AWARDS

The introduction of a system of C.S.I. CORPORATE EXCELLENCE AWARDS, to recognize and encourage consistent excellence of performance in INDIVIDUALS and WORKSHOPS was announced at the recent C.S.I. Corporate Workshop. The awards will coincide with the end of financial year results and will commence with nominations from institutions.

A full description of the awards system and procedures will be forwarded to all officers early in 1990 by Joyce Broughton, Development Manager Staff/Communication.

The criteria for nomination are broad:

INDIVIDUAL PERFORMANCE OF DUTIES/WORKSHOP ACHIEVEMENT OF PRODUCTION OUTPUT, IN AN EXEMPLARY MANNER, INSPIRING OTHERS, ACTING AS A ROLE MODEL, DEMONSTRATING INITIATIVE AND PROMOTING GOODWILL.

Basically to recognize significant contribution to the C.S.I. corporate enterprise.

MARGARET LIGHTFOOT - CSI Vocational Training Manager

I joined C.S.I. as Vocational Training Manager based at Regents Park on 17th November, 1989. My role will be to liaise with T.A.F.E., Programmes Division and other industries staff to co-ordinate and develop vocational training for inmates.

I will initially be looking at a few major areas -

developing policy
 developing a pre-work skills programme
 developing training in non-traditional service industries in the prison system e.g. Data Processing

developing a system of progression whereby an inmate can progress in a course as he/she moves down through the classification ratings.

My background is in prison education. I commenced at Colesville in 1983 as a teacher and as Education Officer in 1984. The last two years I have spent at Parklea as Senior Education Officer. If you have any ideas or comments or something you would like to discuss, don’t hesitate to contact me at Prison Industries on 644 4966.

Margaret Lightfoot

WORK RELEASEE CONTRIBUTION

A group of Work Releasees is employed at the Prison Industries Administration Complex at Regents Park, performing valuable roles in the stores and office sections. One of the girls, Wendy, is assisting the Division with the computerisation of its records and reporting requirements.

As part of the project, Wendy has computerised price lists, production schedules and a forward planning programme. Her work is a credit to her application to her job and her skill with a computer is evident.

Wendy continuously shows initiative in her work and is a credit to the Work Release Programme.
C.S.I. CORPORATE WORKSHOP
at REGENTS PARK on 26th October, 1989

MANAGING OUR FUTURE AS A TEAM, the theme of the first C.S.I. Corporate Workshop, emphasised the importance of working together productively and professionally in order to not simply revitalise our operations, but to ensure our survival in the public sector.

The Corporate Workshop was the first opportunity to bring together the Senior Corporate Managers since the significant changes to Prison Industries' staffing structure. It was an occasion for building and strengthening a positive Corporate Team spirit, whilst providing a policy planning and development forum for the Senior Corporate Managers of Corrective Services Industries.

Attendees of the Workshop were the seven Managers of Industries located in the major Industrial Institutions, and the Senior Corporate Managers of the Division located at Regents Park. Two Senior Overseers also attended the 26th October function, as part of the Prison Industries Special Development Programme.

A very clear message from the Workshop was the importance of creating a positive organisational culture which encourages individual pride and commitment - from basic workplace presentation through to the achievement of standards of excellence in our operations.

The C.S.I. Human Resource Development programme presented at the workshop, which targets the development of a professional and credible corporate entity, will be distributed to all officers in January, 1990.

The accompanying article by Grahame Chaseling outlines the content of the Corporate Workshop from the perspective of a shop floor participant.

AT THE WORKSHOP DINNER, attended by the participants and a number of Departmental and Divisional heads, the Minister for Corrective Services, Mr Michael Yabsley, M.P. in his keynote address spoke inspirationally of his commitment to the C.S.I. corporate enterprise. Whilst acknowledging the risks of venturing in new directions, Mr Yabsley emphasised that it is imperative for C.S.I. to wholeheartedly take on the process of commercialisation.

As well as the Corporate Excellence Award presentation to Barry Blackburne, the dinner featured an exhibition of C.S.I. new products and a display stand.

The Corporate Workshop and Dinner encouraged positive participation by all Officers, and from the feedback received were considered highly successful.

JOYCE BROUGHTON
Development Manager
(Staff/Communications)

ATTENDING THE CORPORATE WORKSHOP DINNER.
Stand: L to R - J. Hemphill, J. Godfrey, J. Kirby, P. Gunawardena • Seated: L to R - J. Broughton, M. Pendry, G. Chaseling
A SENIOR OVERSEER’S REPORT OF THE CSI CORPORATE WORKSHOP
by Grahame Chaseling

Representatives from very diverse fields addressed the workshop, presenting key issues to assist us in developing Prison Industries into a profitable and reliable supplier of quality goods and services, with the very great demands placed upon us if we are to survive modern market expectations.

The Executive Director, WAYNE RUCKLEY, introduced the workshop and spoke about its purpose, the Prison Industries Revitalization Programme and Corporate Culture. His report on his visit to United States’ Correctional facilities and their Industries was of particular interest. It seems that the Americans have an additional advantage in that they foster a team spirit amongst all correctional officers. The result is better communication, higher morale and increased job satisfaction; evident with these benefits, increased productivity is evident.

KIM HARDING FROM PINPOINT MARKETING outlined the C.S.I. marketing strategy for the next few years. Pinpoint have identified the exact products, markets and industries that we should explore to allow us to maximise our productivity and profit, making full use of the workshops and prisoners available to us.

The information provided by Pinpoint allows us to plot our future, removing any confusion or guesswork that may otherwise have prevailed.

Other topics covered included computerisation, production scheduling and administrative procedures. The work going on in these areas will co-ordinate information and greatly simplify paperwork.

It is clear from two of the speakers that C.S.I. is committed to training and developing its staff to meet the added needs associated with coping in a changing working environment.

JOYCE BROUGHTON, DEVELOPMENT MANAGER, (STAFF/COMMUNICATIONS) spoke about the extensive staff training and development programme which is being implemented. She introduced a video “WHY QUALITY” which showed the importance of quality control, not only in the traditional sense of inspecting finished products prior to delivery, but also the quality of the service provided, such as phone manners, punctuality of delivery, etc.

JUNE HEINRICH, PRINCIPAL OF THE CORRECTIVE SERVICES ACADEMY, detailed the purpose of the Academy and available facilities, and welcomed a pooling of training resources to better serve the needs of staff development.

MICK PENDRY, SENIOR PRODUCT DIVISION MANAGER, outlined the new C.S.I. awards - a programme aimed at the recognition of excellence amongst Industries staff. The first award was presented later that evening to Assistant Superintendent of Industries, Barry Blackburne of the Training Centre Cabinet Shop, a deserving recipient.

The Sentencing Act, 1989 was explained to us in detail by the DIRECTOR OF PROBATION AND PAROLE, MARK ROBERTSON. I am confident that the Act will not undermine our ability to motivate prisoners, as I had previously feared. I recommend Industries staff avail themselves a copy of “The Sentencing Act 1989 - An Introduction” which is available from the Department’s Public Relations Office or phone 289 1257.

I found the Corporate Workshop to be of great benefit. I have seen firsthand the resources and information we now have to deal with the future from a position of strength. We have a sound marketing strategy. A staff training and development programme, an efficient administrative infrastructure and the legislation to effectively manage inmate labour.

I feel confident that the implementation of these resources will bring to fruition the revitalization of Prison Industries and make us the envy of other areas of the Public Service.

GRAHAME CHASELING
Senior Overseer
Metal Shop
The Training Centre, Long Bay

ATTENDING THE CORPORATE WORKSHOP DINNER.

L-R: Mr M. Yabsley, M.P. Minister for Corrective Services
• Ms B. Smith, A/Director, Probation & Parole Service
• Mr A. Wilson, Manager of Industries, Grafton
GOOD RESPONSE TO TRAIN-THE-TRAINER QUESTIONNAIRE

Over 80 Officers responded to my request for feedback on the need for a Train-the-Trainer programme for Prison Industries Officers. There was overwhelming support for a Train-the-Trainer Course.

Utilising the feedback, and on the basis that officers with a staff supervision responsibility should be trained first, the training priorities for the programme were broadly established as follows:

* Managers of Industries
* A.S.I.'s/Senior Overseers
* Overseers

It was also decided to initially conduct one course in the metropolitan area and one in a country location, with Grafton being chosen because of the number of Grafton/ Glen Innes Officers who were keen to undertake training.

At the completion and review of the two initial courses by the end of 1989, a plan for offering the course to other officers/locations will be developed for 1990. I see the Train-the-Trainer package as a very important part of the Prison Industries human resource development programme, providing a basis from which to implement other training packages. It is envisaged that Officers will be able to locally present staff training and development sessions/courses to their subordinates and peers as and when packages are progressively developed and made available. To those Officers who returned questionnaires – thank you for your effort and contribution. A summary of the information will be distributed, with the details on course availability, early in the New Year.

Joyce Broughton
Development Manager
(Staff/Communications)

"Worthwhile", "Excellent", "Great Value"

. . . GRADUATE TRAINERS

Graduate Trainers:
L to R — (top) M. McNerney, G. Chaseing, R. Hayman, J. Norman
(bottom) W. Marien, F. Hucker, A. Pattie, R. Hillian (K. Donnelly not pictured)

From the very positive feedback of the participants of the first CSI Train-the-Trainer Course, it is clear that they found the course stimulating and beneficial to their personal development.

Whilst providing a theoretical framework, the course concentrated on active participation through a learning by doing approach, with the content especially tailored to suit the needs of Prison Industries Officers.

The six day course for nine participants (Manager of Industries and metropolitan A.S.I.'s and Senior Overseers) was held at the Corrective Services Academy in November. It consisted of six very full days plus a callback day at Regents Park.

The individual session presentations by each participant were unanimously considered a most beneficial learning experience, with the highly participative Learning Styles and Training Strategies also deemed very useful.

From a trainer's perspective, the open and enthusiastic attitudes of the participants and the additional hard work which they willingly undertook were very significant contributors to the course's successful outcome.

The C.S.I. Train-the-Trainer package was developed by Joyce Broughton, Development Manager (Staff/Communications) of the Prison Industries Division and Brian Wilkins, the Senior Staff Development Officer from the Corrective Services Academy, who both also presented the package with the assistance of Nicki Papadimitriou, the Staff Development Officer from the Academy. Additional courses will be planned for 1990.
Officer Profile: ANDREW WILSON
Manager of Industries, Grafton

Andrew Wilson took up duties in the newly created Manager of Industries position in July, 1989.

Since joining the Department in April, 1986, Andrew has gained experience in a wide range of locations and positions. Commencing as a Prison Officer at the M.R.P., Andrew moved to Oberon, initially as a Prison Officer and then as Senior Overseer in 1987. He went to Bathurst as an A.S.I. in September, 1988 and then made the move to Grafton in July, 1989.

Andrew’s trade experience is a carpenter and joiner and a welder. His previous work experience includes employment as a sub-contract carpenter and as a property caretaker. He has a busy family life and also enjoys fishing and shooting. As an Industries Manager, Andrew is committed to developing and bringing to fruition the commercialisation of prison industries at Grafton Regional Prison. One of his recent initiatives has been to organise for the C.S.I. Train-the-Trainer package to be offered at Grafton for both Grafton and Glen Innes Industries Officers.

CESSNOCK INDUSTRIES PRODUCING
CELL FURNITURE FOR LITHGOW GAOL

Cessnock Industries have been successful in obtaining a $193,000 order from Public Works for the cell furniture at the new maximum security gaol at Lithgow.

The furniture is architect designed and involves a combined effort by Cessnock Metal Shop and Cabinet Shop to produce 250 each of the fold-up beds, desks, wardrobes and pinboards. All the metal components are electrostatically painted with an epoxy powder paint on the automated paint line at Cessnock.

SALES GROWTH
Corr-ctive Services Industries

The SALES GROWTH chart graphically illustrates C.S.I.’s steadily increasing sales to 10.3 million dollars for the year 1988/89 and the projected sales figures rising to almost 16 million by June 1993.

SEASON’S GREETINGS
AND BEST WISHES
FOR A HAPPY NEW YEAR