

Freedom of Information Request – [REDACTED]

Documents – Schedule 7 – Richard Beaton

Folio no	Date	Document	Status	Reason for Exemption
1-7	22/10/2013	Draft weekly brief and attachment	Partial release	Some information outside the scope of request
8-11	21/10/2013-22/10/2013	Email chain – Annual Report QTB and attachment	Full release	
12-16	22/10/2013	Email – CM Talkback Follow up and attachment	Partial release	FOI Act 1989, s41 Some information outside the scope of request
17-41	25/10/2013	Email chain – Complete Calendar Mailout WIRC	Full release	
42-48	24/10/2013-25/10/2013	Email chain – 131024 Draft MACW Minutes	Partial release	Some information outside the scope of request
49-51	21/10/2013-27/10/2013	CM Talkback Follow up from Friday 18 October 2013	Full release	
52-56	28/10/2013	Email – CM Talkback and attachments	Partial release	Attachment 'CSD 6' outside the scope of request
57-70	29/10/2013	Email – ACTCOSS Weekly Community Sector Notices – 25 October 2013 and attachment	Partial release	Some information outside the scope of request
71-75	31/10/2013	Email chain – Domestic Violence Crisis Service and attachment	Partial release	Some information outside the scope of request

Folio no	Date	Document	Status	Reason for Exemption
76-78	30/10/2013-31/10/2013	Email chain – rattenbury advisor briefing request	Full release	
79-80	01/11/2013	Email – Minister Burch’s meeting Tuesday 5 November 2013	Partial release	Some information outside the scope of request
81-82	29/10/2013-01/11/2013	Email chain – draft letter	Partial release	Some information outside the scope of request
83-84	29/10/2013-01/11/2013	Email chain – draft letter	Partial release	Some information outside the scope of request
85-87	08/11/2013	Email – Minister’s opening statement Womens & Multicultural and attachment	Partial release	Some information outside the scope of request
88-89	08/11/2013	Email – Brief Mary Porter correspondence and attachment (unsigned)	Full release	
90-91	08/11/2013	Email – Letter to Mary Porter and attachment (unsigned)	Full release	
92-93	06/11/2013-08/11/2013	Email chain – the closure of WIRC	Partial release	FOI Act 1989, s 41
94	25/10/2013-11/11/2013	Email chain – Contact list group leaders (attachment addressed at folios 87-90)	Full release	
95	25/10/2013-12/11/2013	Email chain – Contact list group leaders (attachment addressed at folios 87-90)	Full release	
96	12/11/2013-13/11/2013	Email chain – WIRC website content	Full release	
97-99	13/11/2013	Email – Previous meeting minutes and attachment (Community Participation Group Meeting – Minutes)	Partial release	Some information outside the scope of request

Folio no	Date	Document	Status	Reason for Exemption
100	15/11/2013-18/11/2013	Email chain – Women’s Information and Referral Centre	Full release	
101-102	19/11/2013	Email chain - Canberra Times Questions	Full release	
103-104	19/11/2013	Email chain - Canberra Times Questions	Full release	
105-106	19/11/2013	Email chain – Canberra Times questions	Full release	
107-111	19/11/2013	Email chain – Minutes of the previous CPG meeting and attachment	Partial release	Some information outside the scope of request
112-113	19/11/2013	Email chain – Canberra Times questions	Full release	
114-116	19/11/2013	Email chain – Canberra Times questions	Full release	
117-119	31/10/2013-20/11/2013	Email chain – Dot points Domestic Violence Crisis Service and attachment	Partial release	Some information outside the scope of request
120-124	22/11/2013	Email chain – Brief for meeting with CM & Women’s Electoral Lobby (attachments addressed at folios 283-287)	Full release	
125-126	20/11/2013-22/11/2013	Email chain – Women’s Information and Referral Centre	Full release	
127-134	26/11/2013	Email – Addition to WIRC QTB’s and attachments (Women’s Information and Referral Centre and Improving Women’s services previously provided by WIRC)	Full release	
135-139	26/11/2013	Email – CM Talkback Briefs and attachment CSD 22 – Improving Services for Women in the ACT (remaining attachments are outside the scope of request)	Partial release	Some information outside the scope of request
140-143	26/11/2013-27/11/2013	Email chain – Addition to WIRC QTB’s	Full release	
144-146	13/12/2013	Email - ACTCOSS re WIRC and attachment (draft of DBC-13/1074)	Full release	

Folio no	Date	Document	Status	Reason for Exemption
147	13/12/2013	Email – Women’s information	Full release	
148	16/12/2013- 17/12/2013	Email chain – Women’s information Centre (attachment at Schedule 12 folios 155-156	Full release	
149-150	17/12/2013- 18/12/2013	Email chain – WiRC letter	Full release	
151-163	19/12/2013	Email chain – Overdues for W/E 20-12-2013 and attachment	Partial release	FOI Act 1989, s 41 Some information outside the scope of request
164-166	19/12/2013	Email – CIP Report Qtr 2 and attachment	Exempt in full	FOI Act 1989, s 35 Some information outside the scope of request
167-170	18/12/2013- 19/12/2013	Email chain – WiRC letter and attachment (Chief Minister WIRC letter)	Full release	
171	20/12/2013	Email – CM letters to WIRC	Partial release	Some information outside the scope of request
172-175	20/12/2013	Email chain – Weekly Trim Reports (attachment outside the scope of request)	Partial release	Some information outside the scope of request
176-179	09/01/2014	TRIM Report 10-1-2014 and attachment	Partial release	FOI Act 1989, s 41 Some information outside the scope of request
180-182	14/01/2014- 17/01/2014	Email chain – New ED POS information folder and attachment WIRC (remaining attachments outside the scope of request)	Partial release	Some information outside the scope of request

Folio no	Date	Document	Status	Reason for Exemption
183-190	20/01/2014	Email chain – ED Dot Points and attachment (The Office for Women Dot Points)	Partial release	Some information outside the scope of request
191-193	30/01/2014	Email chain – CM Talkback Briefs for approval and attachment: Chief Ministers Talkback Brief (CSD 15: Improving Services for Women in the ACT. Remaining attachments are outside the scope of request)	Full release	
194	03/02/2014	Email – Friday's talkback briefs (attachment addressed at folios 191-193)	Partial release	Some information outside the scope of request

Beaton, Richard

From: Beaton, Richard
Sent: Monday, 3 February 2014 4:49 PM
To: Manikis, Nic
Cc: Winter, Jancye
Subject: Friday's talkback briefs.
Attachments: CSD 15 - Improving Services for Women in the ACT.doc; CSD 21

O/S

Nic
These are Friday's talkback briefs.

O/S

Org gov only wanted the key facts briefs shortened, so the NMF and WI briefs being longer is OK.

O/S

Richard Beaton | Senior Policy Officer, Office for Multicultural Affairs
Phone: +61 2 6207 5400 | Fax: +61 2 6207 0592 | Mobile: 0409 899 815 | Email: Richard.beaton@act.gov.au
Community Participation Group | Community Services Directorate | ACT Government
Theo Notaras Multicultural Centre, Level 2, North Building, 180 London Circuit, Canberra
GPO Box 158 Canberra ACT 2601 | www.act.gov.au



ACT
Government

Community Services

1719

Chief Ministers Talkback Brief

CSD 15: Improving Services for Women in the ACT

7 February 2013

Minister responsible:	Directorate:	Contact Officer:
Joy Burch	Community Services	Nic Manikis 62050522

KEY POINTS

- Last year, we identified a need to change the Womens Information and Referral Centre (WiRC) model that has been in place since the establishment of the Centre 35 years ago.
 - WiRC had served the community well but the way that women access services has changed and we need to reflect that.
 - It is important to note that no services have stopped as a result of these changes. Our aim was to make sure more women have better access to services by providing them in a greater range of locations.
 - Our research shows that by far the largest forms of engagement involving WiRC were by phone or email and this can be carried out from any location.
 - Throughout December 2013 and January 2014 the services housed in WiRC moved to the Theo Notaras Multicultural Centre in the North Building. The Centre currently houses a number of community groups and the ACT Office for Women.
 - The new service is now called *Women's Information (Wi)*.
 - The changes have both reduced duplication in services and provided better outreach so that women have better access to our programs and services.
 - We have been talking to the community sector about this change since it was announced and are continuing this dialogue.
-

Chief Ministers Talkback Brief

CSD 15: Improving Services for Women in the ACT

- These changes will also see savings in administrative costs and an opportunity to reinvest a portion of these savings into the community sector.
- The broader Office for Women will remain and continue to deliver strategic advice.
- The *What's on for Women* calendar has been published as normal now titled Women's Information ACT.

Domestic Violence Support Group

- *Women's Information* at Theo Notaras House will conduct 'It's time to talk', a Domestic Violence Support Group. This group consists of an eight week psycho-educational program supporting women to move on from the cycle of violence, to increase their self-esteem and to be able to build respectful relationships in their future, thus aiming to prevent the inter-generational transmission of the cycle of family violence. This will be offered as both an outreach partnership as well as an internal support group.
- *Women's Information* will also work in partnership with a number of organisations to deliver the group from other locations including Tuggeranong Child and Family Centre.
- This course will continue to be offered in a number of locations such as the Child and Family Centres and other organisations.

Court Ordered courses at Women's Information

- While no formal information is held on the numbers of staff accessing services at the Centre under an ACT court mandate, we estimate that it is around five a year.
 - Our understanding is that courts may direct people to attend particular types of courses not necessarily specifying a location or provider. I reiterate our commitment to keeping the range of courses available under the new model.
-

Chief Ministers Talkback Brief

CSD 15: Improving Services for Women in the ACT

- Similarly, the Care and Protection Service offers support and referral to community resources and this may include courses available through the Women's Information and Referral Centre.
 - These courses will continue to be run in 2014 depending on demand.
 - The courses are advertised in the publication 'Women's Information ACT Jan-Jun 2014' – available on the website www.women.act.gov.au.
-

BACKGROUND INFORMATION

Women's Information provides an information and referral service for women.

Currently WI services include:

Women's Return to Work Grants - Provides women returning to work after childcare responsibilities to the paid workforce with financial, information and resources to reach this goal.

Personal development courses for women - Topics include assertiveness and self esteem, understanding stress and anger, and effective communication skills. Other courses are conducted according to demand and emerging needs. Cost involved.

Support Groups

"It is time to TALK" - Domestic Violence Support Group
Return to Work career sessions.

Women's Information - Includes information on courses, workshops and support programs in the ACT. Available online. Hardcopies available by contacting Women's Information on (02) 6205 1075.

In 2012–13, WIRC staff responded to 12,375 contacts, including 5,693 by telephone, 3,477 by fax, post or email, 1,698 drop-in visits, 380 instances of internet and library use, 398 face-to-face scheduled appointments, and 729 course, support group and/or information session attendees.

Beaton, Richard

From: Bamford, Michelle
Sent: Monday, 20 January 2014 4:32 PM
To: Beaton, Richard
Cc: Winter, Jancye; Manikis, Nic
Subject: FW: ED Dot Points
Attachments: The Office for Women Dot Points.doc

Richard

Please find attached the dot points you requested.

Cheers Michelle

Michelle Bamford | Senior Policy Officer
Phone: 6205 0515 | Fax: 6207 0592 | Email: michelle.bamford@act.gov.au
Office for Women | Community Participation Group | Community Services Directorate | ACT Government
Level 4, 11 Moore Street Canberra City | GPO Box 158 Canberra ACT 2601 |

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From: Dallen, Carleigh
Sent: Monday, 20 January 2014 3:46 PM
To: Bamford, Michelle
Subject: ED Dot Points

Shell

Richard requested that the OFW have a briefing page of roles and responsibilities.

I have done that, could you have a look and let me know if I have left anything out.

Cheers
Carleigh

Carleigh Dallen | Policy Officer
Phone 02 6205 0215 | Fax 02 6207 0592 | Email carleigh.dallen@act.gov.au
Community Participation Group | Office for Women | Community Services Directorate | ACT Government
Level 4, 11 Moore Street, Canberra ACT 2601 |
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People Act 2008, Housing Assistance Act 1987 and/or the Crimes Act 1900. Any person who inappropriately discloses this information may be subject to disciplinary/criminal proceedings under any of these Acts. If you have received this email in error, please notify the sender and then delete this transmission and any attachments.

Closure of the Women's Information and Referral Centre

Rationale for Change

- Since its establishment in 1978, WIRC's operations have been largely confined to a central location in the city. Whilst the reporting responsibility has been through OfW, WIRC has operated somewhat independently. .
- There is an emerging need to change the WIRC service model which has been operating for 35 years. This has occurred as a result of growth of the city, the limitations placed on the location of the service and need to provide an opportunity for access by all clients who are entitled to services and programs. Further we need to tailor responses that address the needs of those women who are most vulnerable in our community.
- In addition to this, the tightening fiscal environment means making better use of limited resources to deliver the core function of WIRC which is to provide information and referral services that assist disadvantaged women in the ACT.

Proposed future model

- The proposed future model is based on accessible information and referral services across the city for all women. These services should be nimble and agile and available from a range of locations across the city.
- The model requires the operational functions of WIRC be fully integrated in the OfW which is part of the Community Participation Group. The community engagement activities with women currently undertaken by WIRC and the OfW would be integrated into the broader work of the Community Participation Group. It is anticipated that this will result in a more streamlined, consistent and deeper engagement with women in our community, particularly those who are isolated and vulnerable, through increased outreach activities, among other things.

Objective

- The objective of the change is to achieve significant improvements to access to information and referral services for disadvantaged women in the ACT and to achieve required savings in 2013-14 (and into the out years).

Beaton, Richard

From: Bamford, Michelle
Sent: Friday, 17 January 2014 10:35 AM
To: Beaton, Richard; Dallen, Carleigh
Cc: Winter, Jancye
Subject: RE: New ED POS information folder
Attachments: A

ols

Richard

Please find attached the information requested.

Cheers Michelle

Michelle Bamford | Senior Policy Officer

Phone: 6205 0515 | Fax: 6207 0592 | Email: michelle.bamford@act.gov.au

Office for Women | Community Participation Group | Community Services Directorate | ACT Government

Level 4, 11 Moore Street Canberra City | GPO Box 158 Canberra ACT 2601 |

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Closure of the Women's Information and Referral Centre

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Objective

The objective of the change is to achieve significant improvements to access to information and referral services for disadvantaged women in the ACT and to achieve required savings in 2013-14 (and into the out years).

Beaton, Richard

From: Harris, Marilyn
Sent: Thursday, 9 January 2014 11:40 AM
To: Beaton, Richard; Brooks, Darryl; Campbell, Alice Casey; Martinez, Catherine; Conway, Sarah; Ekert, Beverley; Elsey, Melissa; Baker, Fiona; Gaudry, Amy; McKeon, Gerry; Harvey, Georgia; Hatherly, Bronwyn; Hosie, Donna; Hurrell, Erica; Evans, Jacinta; John, Anna; Johnson, Ashley; Johnston, Andrea; Jumeau, Michelle; Ross, Kathy; Lynch, Sara; Martin, Rachelle; Mbonzi, Jackie; McInnes, Sue; Bamford, Michelle; Patel, Sandeep; Plater, Janet; Robinson, Jodie; Saballa, Melanie; Sirimanotham, Linda; Vincent, Maria; Webb, Kerry; Wheatley, Janelle; Wilson, Brian
Subject: Emailing: TRIM Report 10-1-2014.pdf
Attachments: TRIM Report 10-1-2014.pdf

Good Morning All

I have updated the overdue report. Please advise if further changes need to be made.

Thank you

Marilyn

Ministerial Records - Basic
MM overdue to Minister

Page 2
Date 09/01/2014
Time 10:49:10 AM
Login Name Harris, Marilyn

0/5

Record No	Title	Date Due to Minister's Office	Official CSD Branch (to Action this Record)
M-13/2273	reverse this awful decision - closure of WIRC 41 CM correspondence	16/12/2013	Policy & Organisational Services
		Ms Katy Gallagher	
		Date Due to Director-Gene	Section
Current Action	Allocate to Division (Responsibility of: Office for Women, Due 03/12/2013 at 4:41 PM (Overdue 26 days, 2 hours, 9 minutes))	12/12/2013	Office for Women
Minister			

0/5

P

C

J

3

175
Beaton, Richard

From: Manikis, Nic
Sent: Friday, 20 December 2013 5:33 PM
To: Beaton, Richard
Subject:
Attachments: O/S

Richard

O/S

Nic

Sent from my iPad

Begin forwarded message:

From: "Harris, Marilyn" <Marilyn.Harris@act.gov.au>
Date: 20 December 2013 2:45:50 pm AEDT
To: "Howson, Natalie" <Natalie.Howson@act.gov.au>, "Whitten, Meredith" <Meredith.Whitten@act.gov.au>, "Sheehan, Maureen" <Maureen.Sheehan@act.gov.au>, "Manikis, Nic" <NIC.MANIKIS@act.gov.au>, "Matthews, David" <David.Matthews@act.gov.au>, "Collis, Mark" <Mark.Collis@act.gov.au>, "Chapman, Sue" <Sue.Chapman@act.gov.au>, "Overton-Clarke, Bronwen" <Bronwen.OvertonClarke@act.gov.au>
Cc: "McInnes, Sue" <Sue.McInnes@act.gov.au>, "Bottcher, Ian" <Ian.Bottcher@act.gov.au>, "Beer, Kylie" <Kylie.Beer@act.gov.au>, "Daw, Lesley" <Lesley.Daw@act.gov.au>, "Plater, Janet" <Janet.Plater@act.gov.au>, "Chester, Tracy" <Tracy.Chester@act.gov.au>, "Harvey, Georgia" <Georgia.Harvey@act.gov.au>, "Patel, Sandeep" <Sandeep.Patel@act.gov.au>, "Burns, Felicity" <Felicity.Burns@act.gov.au>, "Mbonzi, Jackie" <Jackie.Mbonzi@act.gov.au>, "Robinson, Jodie" <Jodie.Robinson@act.gov.au>

Good Afternoon Executive

O/S

Please note there are 98 WIRC ministerials that are were due to CM yesterday (19/12/2013).
The DLO has spoken to the CM EO, and has advised to prepare individual responses only

774
where required. Given that the CM in tray is now closed, her advice was to prepare the letters to come from the Acting CM (Andrew Barr), to be sent at the earliest possible time in January 2014 (week starting 6 Jan).

Regards and Merry Christmas

Marilyn

Marilyn Harris | Ministerial Liaison Officer | Trim Administrator
Phone 02 6205 0257 | Fax 02 62050343
Organisational Governance | Community Services Directorate | ACT Government
Level 4 11 Moore Street | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

171

Beaton, Richard

From: Beer, Kylie
Sent: Friday, 20 December 2013 12:41 PM
To: Chapman, Sue; Matthews, David; Clissold, Matthew; Manikis, Nic; Chester, Tracy; Harris, Marilyn; Beaton, Richard
Cc: Schembri, Karen; Balaretnaraja, Ash
Subject: CM letters to WIRC

Hi all

I have spoken to the CM EO, she advised to prepare individual responses only where required. Given that the CM in tray is now closed, her advice was to prepare the letters to come from the Acting CM (Andrew Barr) , to be sent at the earliest possible time in January 2014 (week starting 6 Jan).

015

Cheers
Kylie

Kylie Beer | Directorate Liaison Officer |
Community Services Directorate | **ACT Government**
Office of Minister Burch | Office of Minister Barr
Phone: **02 6205 0175** |
Level 2, Legislative Assembly Building | Canberra City | GPO Box 158 Canberra ACT 2601 | www.act.gov.au



I acknowledge the Ngunnawal people as the traditional Aboriginal owners of country throughout the ACT and surrounding NSW. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

Beaton, Richard

From: Beaton, Richard
Sent: Thursday, 19 December 2013 5:02 PM
To: Brooks, Darryl
Cc: Manikis, Nic
Subject: FW: WiRC letter
Attachments: Chief Minister WiRC letter.doc

Darryl here is the letter for the mail merge

From: Paillas, Stephen
Sent: Thursday, 19 December 2013 4:29 PM
To: Beaton, Richard; Manikis, Nic
Subject: RE: WiRC letter

Richard, Nic

Standard letter as agreed by the Chief Minister. Can you please double-check for factual accuracy and as long as it's fine, press ahead and adapt for each of the letters received. Any issues, be in touch.

Where incoming corro expanded significantly on the template, we'll leave to your judgement on whether there needs to be additional words in the response.

Thanks

Stephen Paillas | Speechwriter and Adviser | Office of the Chief Minister
t 02 6205 0242 | m 0478 487 000 | f 02 6205 3030 | e stephen.paillas@act.gov.au

www.chiefminister.act.gov.au

From: Beaton, Richard
Sent: Wednesday, 18 December 2013 11:25 AM
To: Paillas, Stephen
Cc: Manikis, Nic
Subject: FW: WiRC letter

Hi Stephen

Please see attached for an example. Some of the letters also added additional personalised text, some didn't include the attached text at all and just had an email asking to keep WiRC open.

Richard

From: Paillas, Stephen
Sent: Wednesday, 18 December 2013 11:20 AM
To: Beaton, Richard
Cc: Scrivener, Sharon; Manikis, Nic
Subject: RE: WIRC letter

Richard

I understand most incoming corro was in the form of a standard letter. Could you please send one of those through.

Thanks

Stephen Paillas | Speechwriter and Adviser | Office of the Chief Minister
t 02 6205 0242 | m 0478 487 000 | f 02 6205 3030 | e stephen.paillas@act.gov.au

www.chiefminister.act.gov.au

From: Beaton, Richard
Sent: Tuesday, 17 December 2013 3:41 PM
To: Scrivener, Sharon
Cc: Manikis, Nic
Subject: WIRC letter

Dear Sharon

Could you please check over this letter, it is to be used as a response to the 100 or so letters of complaint we had regarding WIRC

Regards

Richard Beaton

Richard Beaton | Senior Policy Officer, Office for Multicultural Affairs
Phone: +61 2 6207 5400 | Fax: +61 2 6207 0592 | Mobile: 0409 899 815 | Email: Richard.beaton@act.gov.au
Community Participation Group | Community Services Directorate | ACT Government
Theo Notaras Multicultural Centre, Level 2, North Building, 180 London Circuit, Canberra
GPO Box 158 Canberra ACT 2601 | www.act.gov.au



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Katy Gallagher MLA

CHIEF MINISTER

MINISTER FOR HEALTH
MINISTER FOR REGIONAL DEVELOPMENT
MINISTER FOR HIGHER EDUCATION

MEMBER FOR MOLONGLO

[Font is 12pt Arial Narrow]

[Name]

[Title Surname]

[Organisation]

[Address - Street or P O Box]

[SUBURB STATE POSTCODE - ALL CAPS - 2 SPACES BETWEEN EACH]

Dear "[Click here and enter Title and Surname]"

Thank you for your email of ____ about the ACT Government's recent decision to remodel the services provided by the Women's Information and Referral Centre (WIRC). While I appreciate your concern around the changes we have made, our decision reflects the need to continue to provide services, including new services, to a rapidly growing community with quite different needs to those of 1978, when the WIRC was established.

The government's strong commitment to providing support and advice for women across the ACT remains unchanged and we will continue to explore ways to make these services more accessible for all. A particular focus has been to provide equal access to government services for women suffering isolation or disadvantage, and those from culturally diverse backgrounds, who live in outer suburbs.

The Child and Family Centres in Gungahlin, Tuggeranong and West Belconnen provide information, parenting, health and family support services in dispersed locations and in safe settings. In the city centre, the future service model for information and referral services will use elements of these centres and increase the use of existing community space in the centrally-located Theo Notaras Multicultural Centre.

The new model for information and referral services in the ACT will provide better reach to those most in need and make more efficient use of public resources. Given the large proportion – around 74 per cent – of WIRC services which are provided by phone, email and post, none of these services will end. The phone number for information and referral services is continuing to operate (02 6205 1075).

ACT LEGISLATIVE ASSEMBLY

London Circuit, Canberra ACT 2601 GPO Box 1020, Canberra ACT 2601

Phone (02) 6205 0840 Fax (02) 6205 3030

Email: gallagher@act.gov.au Facebook: [KatyGallagherMLA](https://www.facebook.com/KatyGallagherMLA) Twitter: [@katyGMLA](https://twitter.com/katyGMLA)

100
CANBERRA

I encourage you to read more detailed information about the objectives of the new model for information and referral services in the ACT in the government's recent position paper at www.communityservices.act.gov.au/women/womens_information/womens-information-and-referral-centre-wirc-position-paper.

Between February and September 2014, the ACT Government will be consulting with the women's service sector about the new model of service delivery and I encourage you to engage with that process.

I thank you for your interest in this area.

Yours sincerely

Katy Gallagher MLA
Chief Minister

Beaton, Richard

From: Manikis, Nic
Sent: Thursday, 19 December 2013 10:37 AM
To: Beaton, Richard; Winter, Jancye
Cc: Harris, Marilyn
Subject: o/s

Thank you

From: Beaton, Richard
Sent: Thursday, 19 December 2013 10:21 AM
To: Winter, Jancye; Manikis, Nic
Cc: Harris, Marilyn
Subject: o/s

Nic, Jancye
FYI

o/s The only overdues with us now are the WIRC ones. With regard to them, I spoke to Steven Paillas at the Chief Ministers Office. He advised that the CM should be finished with the draft by this afternoon.

o/s

Hi All

Please disregard QONS relating to overseas conferences. Responses are being managed within CMTD.

o/s

Ministerial Records - Basic
MM overdue to Minister

Page 2
Date 19/12/2013
Time 9:16:25 AM
Login Name Harris, Marilyn

0/5

Record No	Title	Date Due to Minister's Office	Official CSD Branch (to Action this Record)
M-13/2263	please reverse the decision to close the WIRC	13/12/2013 Ms Katy Gallagher Date Due to Director-Gene	Policy & Organisational Services
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 02/12/2013 at 9:23 AM (Overdue 12 days, 7 hours, 54 minutes))	11/12/2013	Section Office for Women

0/5

Record No	Title	Date Due to Minister's Office	Official CSD Branch (to Action this Record)
M-13/2271	support for closing WIRC - CM Correspondence	16/12/2013 Ms Katy Gallagher Date Due to Director-Gene	Policy & Organisational Services
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 02/12/2013 at 2:31 PM (Overdue 12 days, 2 hours, 46 minutes))	12/12/2013	Section Office for Women

Record No	Title	Date Due to Minister's Office	Official CSD Branch (to Action this Record)
M-13/2272	Please save WIRC 41 - CM correspondence	16/12/2013 Ms Katy Gallagher Date Due to Director-Gene	Policy & Organisational Services
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 02/12/2013 at 2:37 PM (Overdue 12 days, 2 hours, 40 minutes))	12/12/2013	Section Office for Women

0/5

Ministerial Records - Basic
MM overdue to Minister

Page 3
Date 19/12/2013
Time 9:16:25 AM
Login Name Harris, Marilyn

Record No	Title	Date Due to Minister's Office	Official CSD Branch (to Action this Record)
M-13/2273	reverse this awful decision - closure of WIRC 41 - CM correspondence	16/12/2013 Ms Katy Gallagher Date Due to Director-Gene 12/12/2013	Policy & Organisational Services Section Office for Women
Current Action Minister Allocate to Division (Responsibility of: Office for Women, Due 03/12/2013 at 4:41 PM (Overdue 11 days, 36 minutes))			
Record No	Title	Date Due to Minister's Office	Official CSD Branch (to Action this Record)
M-13/2274	letter regarding meeting 25 Nov 2013 closure of WIRC	16/12/2013 Ms Katy Gallagher Date Due to Director-Gene 12/12/2013	Policy & Organisational Services Section Office for Women
Current Action Minister Allocate to Division (Responsibility of: Office for Women, Due 02/12/2013 at 2:53 PM (Overdue 12 days, 2 hours, 24 minutes))			
Record No	Title	Date Due to Minister's Office	Official CSD Branch (to Action this Record)
M-13/2275	WIRC closure 41 - CM correspondence	16/12/2013 Ms Katy Gallagher Date Due to Director-Gene 12/12/2013	Policy & Organisational Services Section Office for Women
Current Action Minister Allocate to Division (Responsibility of: Office for Women, Due 02/12/2013 at 2:59 PM (Overdue 12 days, 2 hours, 18 minutes))			

0/5

Record No	Title	Date Due to Minister's Office	Official CSD Branch (to Action this Record)
M-13/2289	reconsider decision regarding closing WIRC - 41 CM correspondence	16/12/2013 Ms Katy Gallagher Date Due to Director-Gene 12/12/2013	Policy & Organisational Services Section Office for Women
Current Action Minister Allocate to Division (Responsibility of: Office for Women, Due 02/12/2013 at 3:32 PM (Overdue 12 days, 1 hour, 45 minutes))			

159

Ministerial Records - Basic

MM overdue to Minister

Page 5
 Date 19/12/2013
 Time 9:16:25 AM
 Login Name Harris, Marilyn

Record No M-13/2318	Title WIRC Location	Date Due to Minister's Office 18/12/2013 Ms Katy Gallagher Date Due to Director-Gene 16/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 04/12/2013 at 4:06 PM (Overdue 10 days, 1 hour, 11 minutes))		
Record No M-13/2333	Title WIRC Closure 41	Date Due to Minister's Office 16/12/2013 Ms Katy Gallagher Date Due to Director-Gene 12/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 03/12/2013 at 11:00 AM (Overdue 11 days, 6 hours, 17 minutes))		
Record No M-13/2334	Title WIRC closure 41	Date Due to Minister's Office 18/12/2013 Ms Katy Gallagher Date Due to Director-Gene 16/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 04/12/2013 at 11:00 AM (Overdue 10 days, 6 hours, 17 minutes))		
Record No M-13/2335	Title WIRC Closure 41	Date Due to Minister's Office 19/12/2013 Ms Katy Gallagher Date Due to Director-Gene 17/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 05/12/2013 at 11:00 AM (Overdue 9 days, 6 hours, 17 minutes))		
Record No M-13/2336	Title WIRC Closure 41	Date Due to Minister's Office 19/12/2013 Ms Katy Gallagher Date Due to Director-Gene	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Ministerial Liaison Officer, Due 05/12/2013 at 11:00 AM (Overdue 9 days, 6 hours, 17 minutes))		

Ministerial Records - Basic

MM overdue to Minister

Page 6
 Date 19/12/2013
 Time 9:16:25 AM
 Login Name Harris, Marilyn

Record No M-13/2337	Title WIRC Closure 41	Date Due to Minister's Office 18/12/2013 Ms Katy Gallagher Date Due to Director-Gene 16/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 05/12/2013 at 11:00 AM (Overdue 9 days, 6 hours, 17 minutes))		
Record No M-13/2338	Title WIRC Closure 41	Date Due to Minister's Office 18/12/2013 Ms Katy Gallagher Date Due to Director-Gene 16/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 05/12/2013 at 11:00 AM (Overdue 9 days, 6 hours, 17 minutes))		
Record No M-13/2339	Title WIRC Closure 41	Date Due to Minister's Office 18/12/2013 Ms Katy Gallagher Date Due to Director-Gene 16/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 05/12/2013 at 11:00 AM (Overdue 9 days, 6 hours, 17 minutes))		
Record No M-13/2340	Title WIRC Closure 4	Date Due to Minister's Office 19/12/2013 Ms Katy Gallagher Date Due to Director-Gene 17/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 05/12/2013 at 11:00 AM (Overdue 9 days, 6 hours, 17 minutes))		
Record No M-13/2341	Title WIRC Closure - 41	Date Due to Minister's Office 18/12/2013 Ms Katy Gallagher Date Due to Director-Gene 16/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 05/12/2013 at 11:00 AM (Overdue 9 days, 6 hours, 17 minutes))		

Ministerial Records - Basic

MM overdue to Minister

Page 7
 Date 19/12/2013
 Time 9:16:25 AM
 Login Name Harris, Marilyn

Record No M-13/2342	Title WIRC Closure - 41	Date Due to Minister's Office 19/12/2013 Ms Katy Gallagher Date Due to Director-Gene 17/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 05/12/2013 at 11:00 AM (Overdue 9 days, 6 hours, 17 minutes))		
Record No M-13/2343	Title WIRC - 41	Date Due to Minister's Office 19/12/2013 Ms Katy Gallagher Date Due to Director-Gene	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 05/12/2013 at 11:00 AM (Overdue 9 days, 6 hours, 17 minutes))		
Record No M-13/2344	Title WIRC - 41	Date Due to Minister's Office 18/12/2013 Ms Katy Gallagher Date Due to Director-Gene 23/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 05/12/2013 at 11:00 AM (Overdue 9 days, 6 hours, 17 minutes))		
Record No M-13/2345	Title WIRC - 41	Date Due to Minister's Office 19/12/2013 Ms Katy Gallagher Date Due to Director-Gene 19/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 04/12/2013 at 12:47 PM (Overdue 10 days, 4 hours, 30 minutes))		
Record No M-13/2346	Title WIRC - 41	Date Due to Minister's Office 19/12/2013 Ms Katy Gallagher Date Due to Director-Gene 17/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 04/12/2013 at 12:53 PM (Overdue 10 days, 4 hours, 24 minutes))		

Ministerial Records - Basic

MM overdue to Minister

Page 8
 Date 19/12/2013
 Time 9:16:26 AM
 Login Name Harris, Marilyn

Record No M-13/2347	Title WIRC - 41	Date Due to Minister's Office 19/12/2013 Ms Katy Gallagher Date Due to Director-Gene 17/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 04/12/2013 at 12:55 PM (Overdue 10 days, 4 hours, 22 minutes))		
Record No M-13/2348	Title WIRC 41	Date Due to Minister's Office 19/12/2013 Ms Katy Gallagher Date Due to Director-Gene 17/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 04/12/2013 at 12:57 PM (Overdue 10 days, 4 hours, 20 minutes))		
Record No M-13/2349	Title WIRC - 41	Date Due to Minister's Office 19/12/2013 Ms Katy Gallagher Date Due to Director-Gene 17/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 04/12/2013 at 1:00 PM (Overdue 10 days, 4 hours, 17 minutes))		
Record No M-13/2350	Title WIRC - I 41	Date Due to Minister's Office 19/12/2013 Ms Katy Gallagher Date Due to Director-Gene 17/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 04/12/2013 at 1:02 PM (Overdue 10 days, 4 hours, 15 minutes))		
Record No M-13/2351	Title WIRC I 41	Date Due to Minister's Office 19/12/2013 Ms Katy Gallagher Date Due to Director-Gene 17/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 04/12/2013 at 1:04 PM (Overdue 10 days, 4 hours, 13 minutes))		

Ministerial Records - Basic MM overdue to Minister

Page 9
Date 19/12/2013
Time 9:16:26 AM
Login Name Harris, Marilyn

Record No M-13/2352	Title WIRC 41	Date Due to Minister's Office 19/12/2013 Ms Katy Gallagher Date Due to Director-Gene 17/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 04/12/2013 at 1:06 PM (Overdue 10 days, 4 hours, 11 minutes))		
Record No M-13/2353	Title WIRC - 41	Date Due to Minister's Office 19/12/2013 Ms Katy Gallagher Date Due to Director-Gene 17/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 04/12/2013 at 1:08 PM (Overdue 10 days, 4 hours, 9 minutes))		
Record No M-13/2354	Title WIRC 41	Date Due to Minister's Office 19/12/2013 Ms Katy Gallagher Date Due to Director-Gene 17/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 04/12/2013 at 1:10 PM (Overdue 10 days, 4 hours, 7 minutes))		
Record No M-13/2355	Title WIRC - 41	Date Due to Minister's Office 19/12/2013 Ms Katy Gallagher Date Due to Director-Gene 17/12/2013	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Division (Responsibility of: Office for Women, Due 04/12/2013 at 1:13 PM (Overdue 10 days, 4 hours, 4 minutes))		
Record No M-13/2360	Title WIRC - 41	Date Due to Minister's Office 19/12/2013 Ms Katy Gallagher Date Due to Director-Gene	Official CSD Branch (to Action this Record) Policy & Organisational Services Section Office for Women
Current Action Minister	Allocate to Manager (Responsibility of: Beaton, Richard, Due 05/12/2013 at 4:28 PM (Overdue 9 days, 49 minutes))		

Ministerial Records - Basic
MM overdue to Minister

Page 10
Date 19/12/2013
Time 9:16:26 AM
Login Name Harris, Marilyn

Record No Title

M-13/2375 WIRC - ACTCOSS letter to Minister Burch

Date Due to Minister's Office

17/12/2013

Ms Joy Burch MLA

Date Due to Director-Gene

Official CSD Branch (to Action this Record)

Policy & Organisational Services

Section

Office for Women

Current Action
Minister

Allocate to Division (Responsibility of: Community Participation Group, Due
05/12/2013 at 10:48 AM (Overdue 9 days, 6 hours, 29 minutes))

ols

Beaton, Richard

From: Beaton, Richard
Sent: Wednesday, 18 December 2013 2:29 PM
To: Paillas, Stephen
Subject: RE: WiRC letter

Thanks Steven? Any idea when that will be? Im under pressure to get it up today.

From: Paillas, Stephen
Sent: Wednesday, 18 December 2013 12:06 PM
To: Beaton, Richard
Cc: Manikis, Nic; Payne, Cassia
Subject: RE: WiRC letter

Thanks. The draft reply looks good. I'll make a few edits and run it by the CM before we process all 100 replies – will let you know when I know.

Cassia – FYI

Steve

From: Beaton, Richard
Sent: Wednesday, 18 December 2013 11:25 AM
To: Paillas, Stephen
Cc: Manikis, Nic
Subject: FW: WiRC letter

Hi Stephen

Please see attached for an example. Some of the letters also added additional personalised text, some didn't include the attached text at all and just had an email asking to keep Wirc open.

Richard

From: Paillas, Stephen
Sent: Wednesday, 18 December 2013 11:20 AM
To: Beaton, Richard
Cc: Scrivener, Sharon; Manikis, Nic
Subject: RE: WiRC letter

Richard

I understand most incoming corro was in the form of a standard letter. Could you please send one of those through.

Thanks

Stephen Paillas | Speechwriter and Adviser | Office of the Chief Minister

t 02 6205 0242 | m 0478 487 000 | f 02 6205 3030 | e stephen.paillas@act.gov.au

www.chiefminister.act.gov.au

From: Beaton, Richard
Sent: Tuesday, 17 December 2013 3:41 PM
To: Scrivener, Sharon
Cc: Manikis, Nic
Subject: WiRC letter

Dear Sharon

Could you please check over this letter, it is to be used as a response to the 100 or so letters of complaint we had regarding WiRC

Regards

Richard Beaton

Richard Beaton | Senior Policy Officer, Office for Multicultural Affairs

Phone: +61 2 6207 5400 | Fax: +61 2 6207 0592 | Mobile: 0409 899 815 | Email: Richard.beaton@act.gov.au

Community Participation Group | Community Services Directorate | ACT Government

Theo Notaras Multicultural Centre, Level 2, North Building, 180 London Circuit, Canberra

GPO Box 158 Canberra ACT 2601 | www.act.gov.au



ACT
Government

Community Services

Beaton, Richard

From: Beaton, Richard
Sent: Tuesday, 17 December 2013 3:44 PM
To: Dutt, Kanchan
Subject: RE: Women's information Centre (Wirc).

Thanks Kanchan

From: Dutt, Kanchan
Sent: Tuesday, 17 December 2013 3:19 PM
To: Beaton, Richard; Aguilera, Alicia
Subject: RE: Women's information Centre (Wirc).

Hello Richard,
 Suggested tracked changes in the attached.
 Cheers,
 Kanchan

Kanchan Dutt | Senior Manager
T: 02 6205 0282 | M: 0478 301 615
Media and Communications | Community Services Directorate | ACT Government
 Level 8, 11 Moore St, Canberra City | GPO Box Canberra 158 | www.communityservices.act.gov.au



@CSD_ACT



Community Services Directorate

From: Beaton, Richard
Sent: Monday, 16 December 2013 3:02 PM
To: Dutt, Kanchan; Aguilera, Alicia
Subject: Women's information Centre (Wirc).

Gday Kanchan

We have about 100 ministerials – some examples attached, all basically part of the same campaign to save the Women's information Centre (Wirc).

Some have customised the message. We are wanting to get out one response out. I have attached a draft. Could you give us your thoughts please.

Richard

Richard Beaton | Senior Policy Officer, Office for Multicultural Affairs
 Phone: +61 2 6207 5400 | Fax: +61 2 6207 0592 | Mobile: 0409 899 815 | Email: Richard.beaton@act.gov.au
 Community Participation Group | Community Services Directorate | ACT Government
 Theo Notaras Multicultural Centre, Level 2, North Building, 180 London Circuit, Canberra
 GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Beaton, Richard

From: Chapman, Sue
Sent: Friday, 13 December 2013 5:07 PM
To: ##All Staff Community Services Directorate
Subject: Women's information

Colleagues

As you are aware today is the last operating day of the Women's Information and Referral Centre (WiRC) on London Circuit. From next week information and referral services previously based at WiRC will be relocated to the Theo Notaras Multicultural Centre. This is part of a process of change to ensure we provide services throughout Canberra so that they are better accessed by vulnerable women.

I would like to acknowledge all the achievements of WiRC since the centre was established 35 years ago. The information and referral services run out of the centre have served the community extremely well over the years, but the time has come to refocus the support and information provided to women most in need.

I would also like to thank the staff at WiRC for their commitment and dedication to the Canberra community. I know they will continue in this way in their new roles.

Sue Chapman
Deputy Director General

146

Beaton, Richard

From: Doyle, Bridie
Sent: Friday, 13 December 2013 4:49 PM
To: Beaton, Richard
Subject: ACTCOSS re WIRC.doc
Attachments: ACTCOSS re WIRC.doc

Sorry for delay Richard
As requested

Bridie



ACT
Government

Community Services

Ms Susan Helyar
Director
ACT Council of Social Services Inc
PO Box 849
Mawson ACT 2607

Dear Ms Helyar

Thank you for your email of 29 November 2013 regarding the recent ACT Government decision to remodel the services provided by the Women's Information and Referral Centre (WIRC). I appreciate the intent of your 'advocacy ask' and some of the concerns you have expressed on behalf of a number of women's services in the ACT.

It is important to be clear that WIRC is and always has been a government information and referral service and the ACT Government is committed to continuing and improving its provision of an information and referral service for women in the ACT.

While I acknowledge that WIRC has over the past 35 years taken on some functions that sit outside a government information and referral service, it is important to clarify that WIRC is not a 'response' service, a 'trauma informed service' or a 'women's centre'.

The function and mission of WIRC has always been to provide assistance to women to access the range of government and community based services available to them, from childcare rebates to support groups. That 74% of the services provided by WIRC are undertaken via the phone, email or post suggests that, in the main, the community is aware that the primary function of the service is the provision of referral and information.

While I understand that WIRC has provided women focused space, the utilisation data for this function, with an average of 24 women a year 'dropping' in for support or information on domestic violence, does not support the continuing costs of maintaining a separate commercial lease in the city. I can assure you however, that the work currently being undertaken to remodel a range of services and functions within the Community Services Directorate will ensure that an appropriate space for women to access information and referral will continue to be provided.

It should be noted that since October 2013 there have been a number of consultations undertaken where community providers were invited to contribute their ideas, concerns and suggestions about the future of WIRC functions.

Thank you for your interest in the future provision of this government service for women.

Yours sincerely

Sue Chapman
Deputy Director General
Community Services Directorate
December 2013

Beaton, Richard

From: Callen, Michelle
Sent: Wednesday, 27 November 2013 9:50 AM
To: Beaton, Richard
Subject: RE: Addition to WIRC QTB's

Hi Richard – I can confirm that we do not need to include this information on the QTB, regards Michelle

From: Callen, Michelle
Sent: Tuesday, 26 November 2013 5:08 PM
To: Beaton, Richard
Subject: RE: Addition to WIRC QTB's

Hi Richard – I would be inclined not to include this information, will confirm once I have spoken with sue, cheers Michelle

From: Beaton, Richard
Sent: Tuesday, 26 November 2013 4:48 PM
To: Callen, Michelle
Cc: Doyle, Bridie; Manikis, Nic
Subject: FW: Addition to WIRC QTB's

Hi Michelle

With regard to your earlier question

- In the 2012-13 period there were 729 attendees for WIRC courses. Of the 729, 89 attended courses that were conducted outside of the London Circuit WIRC premises. These courses were held at a number of locations including the Canberra Museum and Gallery and Northside Community Services.

Would you like me to add that to the QTB?

Regards

Richard

From: Petrova, Biljana
Sent: Tuesday, 26 November 2013 4:38 PM
To: Beaton, Richard
Cc: Doyle, Bridie
Subject: RE: Addition to WIRC QTB's

Hi Richard,

Last year a few courses, groups and one information session were conducted outside of WIRC premises as follows:

- 2 x Self Esteem and Assertiveness Courses at Carers ACT (a total of 10 weeks)
- Self Esteem and Assertiveness Course at Gunyah Women's Housing (six-week course)
- DV Support Group at Gunyah Women's Housing (eight-week course)
- DV Support Group at Northside Community service (four-week program)

- An International Women's Day Information Session titled 'The Benefits of Mentoring' at Canberra Museum and Gallery (two-hour session)

The total number of attendees for these sessions was 89 out of a total of 729.

Regards,

Biljana

Biljana Petrova | Manager |
Phone 02 6205 0713 | Fax 02 6205 1077 |
Community Participation Group | Office For Women |
Women's Information & Referral Centre | Community Services Directorate | ACT Government |
 Ground Floor, London Court Building, 13 London Circuit, Canberra City 2601 |
 GPO Box 158, Canberra ACT 2601 | www.act.gov.au

From: Beaton, Richard
Sent: Tuesday, 26 November 2013 4:10 PM
To: Petrova, Biljana
Subject: FW: Addition to WIRC QTB's

As discussed

From: Callen, Michelle
Sent: Tuesday, 26 November 2013 3:19 PM
To: Beaton, Richard
Cc: Doyle, Bridie
Subject: FW: Addition to WIRC QTB's

Hi Richard

Can you please clarify the question from Sue about the no. of participants at the WIRC courses. Do we have the data to determine where the courses were held?, thanks Michelle

From: Chapman, Sue
Sent: Tuesday, 26 November 2013 2:44 PM
To: Callen, Michelle
Subject: RE: Addition to WIRC QTB's

Michelle

~~Looks OK to me but it might be helpful to be clear about the 700-odd who attended groups/courses etc were they all at the WIRC site? If so we could say that they can be accommodated in Theo N~~

From: Callen, Michelle
Sent: Tuesday, 26 November 2013 1:36 PM
To: Chapman, Sue
Subject: FW: Addition to WIRC QTB's

Hello Sue – please advise if you would like changes to the QTB for tomorrow's sitting, thank you Michelle

141

From: Beaton, Richard
Sent: Tuesday, 26 November 2013 1:24 PM
To: Callen, Michelle
Cc: Matthews, David; Manikis, Nic; Martinez, Catherine
Subject: FW: Addition to WIRC QTB's

Hi Michelle

Please find attached updated WIRC QTB's

These haven't been cleared by David yet, due to the timeline. Nic approved the content.

Additions:

Domestic Violence Support Group

- The Women's Information and Referral Centre conducts 'It's time to talk', a Domestic Violence Support Group. This group consists of an eight week psycho-educational program supporting women to move on from the cycle of violence, to increase their self-esteem and to be able to build respectful relationships in their future, thus aiming to prevent the inter-generational transmission of the cycle of family violence.
- WIRC has also worked in partnership with a number of organisations to deliver the group from other locations including Tuggeranong Child and Family Centre, Northside Community Service, Gunyah Women's Housing and Karralika
- This course will continue to be offered in a number of locations such as the Child and Family Centres and with other organisations.

Richard Beaton | Senior Policy Officer, Office for Multicultural Affairs

Phone: +61 2 6207 5400 | Fax: +61 2 6207 0592 | Mobile: 0409 899 815 | Email: Richard.beaton@act.gov.au

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Community Services

Beaton, Richard

From: Beaton, Richard
Sent: Tuesday, 26 November 2013 12:34 PM
To: Matthews, David
Subject: CM Talkback briefs
Attachments: CSD 7 - Key Facts - Ageing.docx; CSD 22 - Improving Services for Women in the ACT.doc; CSD 5 - Key Facts - Multicultural Affairs.doc; CSD 6 - Key Facts - Office for Women.docx

Dear David

Could you please approve the attached CM Talkback briefs for CPG

Content is the same as the previous fortnight with the exception of the WirC one, which reflects current media as per the QTB's.

Richard

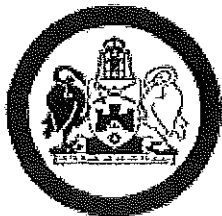
Richard Beaton | Senior Policy Officer, Office for Multicultural Affairs

Phone: +61 2 6207 5400 | Fax: +61 2 6207 0592 | Mobile: 0409 899 815 | Email: Richard.beaton@act.gov.au

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Community Services

Chief Ministers Talkback Brief

CSD 22: Improving Services for Women in the ACT

15 November 2013

Minister responsible:	Directorate:	Contact Officer:
Joy Burch	Community Services	Nic Manikis 62050522

KEY POINTS

- There is an emerging need to change the Womens Information and Referral Centre (WiRC) model that has been in place since the establishment of the Centre 35 years ago. We need to ensure that women have support they need when and where they need it.
 - This change is about reducing duplication in services while providing better outreach so that women have better access to our programs and services. This will be achieved in part by moving from a model where WiRC and its programs were based in one location to one where these services are based in the community.
 - The suite of offerings we have in this area remains strong and their effectiveness will be enhanced through the increased outreach under the new model. This is being achieved while remaining true to the ACT Government's aim of fiscal responsibility.
 - These changes will also see savings in administrative costs and an opportunity to reinvest a portion of these savings into the community sector.
-
- The process of moving to the new approach will involve consultations with staff affected by this change. The broader Office for Women will remain and continue to deliver strategic advice.
 - Throughout December 2013 and January 2014 some of the service footprint for WiRC will move to the Theo Notaras Multicultural Centre in the North Building and to other locations in North and South Canberra. The Centre currently houses a number of community groups such as Multicultural
-

Chief Ministers Talkback Brief

CSD 22: Improving Services for Women in the ACT

Woman's Advocacy and will eventually also house the ACT Office for Women.

Domestic Violence Support Group

- The Women's Information and Referral Centre conducts 'It's time to talk', a Domestic Violence Support Group. This group consists of an eight week psycho-educational program supporting women to move on from the cycle of violence, to increase their self-esteem and to be able to build respectful relationships in their future, thus aiming to prevent the inter-generational transmission of the cycle of family violence.
- WIRC has also worked in partnership with a number of organisations to deliver the group from other locations including Tuggeranong Child and Family Centre, Northside Community Service, Gunyah Women's Housing and Karralika
- This course will continue to be offered in a number of locations such as the Child and Family Centres and other organisations.

Court Ordered courses at WIRC

- While no formal information is held on the numbers of staff accessing services at the Centre under an ACT court mandate, we estimate that it is around five a year.
 - Our understanding is that courts may direct people to attend particular types of courses not necessarily specify a location or provider. I reiterate our commitment to keeping the range of courses available under the new model.
 - Similarly, the Care and Protection Service offers support and referral to community resources and this may include courses available through the Women's Information and Referral Centre.
 - These courses will continue to be run in 2014 depending on demand.
-

Chief Ministers Talkback Brief

CSD 22: Improving Services for Women in the ACT

- The courses will be advertised in the publication 'What's on in Canberra Jan-Jul 2014' - this will be available early in the New Year. We are still awaiting on input from some service providers for that calendar.

BACKGROUND INFORMATION

Women's Information and Referral Centre provides an information and referral service.

Current WiRC services include:

- online directory of women's services and a calendar of what's on for *Women in the ACT*. See Women ACT website at www.women.act.gov.au;
- The ACT Women's Return to Work Grants Program provides women returning to the paid workforce with financial assistance of up to \$1,000 personal and professional development courses, information sessions and support groups;
- Internet access and training through the Broadband for Seniors Program;
- partnerships to deliver support programs; and
- a lending library.

WIRC commenced delivering financial literacy training sessions targeting women on low to moderate incomes, over the age of 60 years; and living in crisis accommodation and government housing

In 2012-13, WIRC staff responded to 12,375 contacts, including 5,693 by telephone, 3,477 by fax, post or email, 1,698 drop-in visits, 380 instances of internet and library use, 398 face-to-face scheduled appointments, and 729 course, support group and/or information session attendees.

Question Time Brief

Women's Information and Referral Services – Minister for Women

History of Amendments to Question Times Briefs

Question Time Briefs are held in the **Shared Folder ONLY**. You **MUST COMPLETE** the table below to provide a detailed history of any QTB amendments.

Date	Name	Changes/Nil changes required
14/09/2013	Jancye Winter	Created
17/10/2013	Richard Beaton	Edit
18/10/2013	Richard Beaton	Edit
21/10/2013	Michelle Bamford/ Richard Beaton	Edit
15/11/2013	Richard Beaton	Edit
21/11/2013	Richard Beaton	Edit – incorporate recent media

ISSUE: Women's Information and Referral Centre

- There is an emerging need to change the Womens Information and Referral Centre (WiRC) model that has been in place since the establishment of the Centre 35 years ago. We need to ensure that women have support they need when and where they need it.
- This change is about reducing duplication in services while providing better outreach so that women have better access to our programs and services. This will be achieved in part by moving from a model where WiRC and its programs were based in one location to one where these services are based in the community.
- The suite of offerings we have in this area remains strong and their effectiveness will be enhanced through the increased outreach under the new model. This is being achieved while remaining true to the ACT Government's aim of fiscal responsibility.
- These changes will also see savings in administrative costs and an opportunity to reinvest a portion of these savings into the community sector.
- On Friday 18 October 2013, the Community Sevices Directorate consulted with representatives from the ACT Women's Sector including the Women's Centre for Health Matters, Domestic Violence Crisis Service; Rape Crisis Centre; Inanna; Women's Legal Centre; Multicultural Women's Advocacy to engage the community in developing a new model for service delivery.
- On Tuesday 22 October 2013, Minister Burch met with her Women's Council to discuss the new service model with a view to integrating their ideas and comments about the new service model, ensuring the information is accessible and assists women and girls in our community to achieve their goals.
- Online services means that women are sourcing information in other ways (either as a self service or through assistance services such as libraries, Canberra Connect, Citizen's Advice).

- 132
- The process of moving to the new approach will involve consultations with staff affected by this change. The broader Office for Women will remain and continue to deliver strategic advice.
 - Throughout December 2013 and January 2014 some of the service footprint for WiRC will move to the Theo Notaras Multicultural Centre in the North Building and to other locations in North and South Canberra. The Centre currently houses a number of community groups such as Multicultural Woman's Advocacy and will eventually also house the ACT Office for Women.
-

Domestic Violence Support Group

- The Women's Information and Referral Centre conducts 'It's time to talk', a Domestic Violence Support Group. This group consists of an eight week psycho-educational program supporting women to move on from the cycle of violence, to increase their self-esteem and to be able to build respectful relationships in their future, thus aiming to prevent the inter-generational transmission of the cycle of family violence.
 - WIRC has also worked in partnership with a number of organisations to deliver the group from other locations including Tuggeranong Child and Family Centre, Northside Community Service, Gunyah Women's Housing and Karralika
 - This course will continue to be offered in a number of locations such as the Child and Family Centres and other organisations.
-

Court Ordered courses at WIRC

-
- ~~While no formal information is held on the numbers of staff~~ accessing services at the Centre under an ACT court mandate, we estimate that it is around five a year.
 - Our understanding is that courts may direct people to attend particular types of courses not necessarily specify a location or provider. I reiterate our commitment to keeping the range of courses available under the new model.
 - Similarly, the Care and Protection Service offers support and referral to community resources and this may include courses available through the Women's Information and Referral Centre.

- These courses will continue to be run in 2014 depending on demand.
- The courses will be advertised in the publication 'What's on in Canberra Jan-Jul 2014' - this will be available early in the New Year. We are still awaiting on input from some service providers for that calendar.

BACKGROUND

- Women's Information and Referral Centre provides an information and referral service.
- The lease cost of the WIRC office is \$76,000 per annum. The cost of salaries for the five staff is \$325,000.
- Current WiRC services include:
 - online directory of women's services and a calendar of "What's on for Women" in the ACT. See Women ACT website at www.women.act.gov.au;
 - The ACT Women's Return to Work Grants Program provides women returning to the paid workforce with financial assistance of up to \$1,000;
 - personal and professional development courses;
 - information sessions and support groups;
 - internet access and training through the Broadband for Seniors Program;
 - ~~partnerships to deliver support programs; and~~
 - a lending library.
- The intention is that all these services will continue. How they will be delivered into the future remains subject to consultation with staff and the sector before a final service model is settled.
- In 2012-13, WIRC staff responded to 12,375 contacts, including 5,693 by telephone, 3,477 by fax, post or email, 1,698 drop-in visits, 380 instances of internet and library use, 398 face-to-face scheduled appointments, and 729 course, support group and/or information session attendees.

CONTACT OFFICER: Nic Manikis
TELEPHONE: 6205 0522
AGENCY: CSD – Policy and Organisational Services

Question Time Brief

Improving Women's services previously provided by WiRC – Minister for Women

History of Amendments to Question Times Briefs

Question Time Briefs are held in the **Shared Folder ONLY**. You **MUST COMPLETE** the table below to provide a detailed history of any QTB amendments.

[illegible]

ISSUE: Improving Women's services previously provided by WiRC

- The Women's Electoral Lobby has alleged that the ACT Government has a broad agenda for 'dispensing with women's services'
 - This government is committed to improving women's services. These changes are about modernising the service and improving outreach so that women across the ACT have better access to programs and services. The changes are also designed to reduce duplication in the provision of services.
 - The ACT Government continues to work with a range of women's community sector organisations around what the new Women's service model will look like. Space is already being made available at the Theo Notaras Multicultural Centre to ensure a city presence for Women's services is maintained. This new space will be more secure than the previous WiRC location and will also accommodate the ACT office for Women, as well as community groups such as Multicultural Women's advocacy.
 - The service delivery model for the new location is being carefully planned, while there is a public foyer at the Theo Notaras Multicultural Centre, there are secure and confidential meeting spaces available for women's services.
 - Planning for extending the Women's service model out to regional hubs such as the Child and Family Centres is continuing and this approach aims to improve the availability of women's services to those in outer suburban areas as well as target groups including Aboriginal and Torres Strait Islanders, and older women from culturally diverse backgrounds.
-

Domestic Violence Support Group

- The Women's Information and Referral Centre conducts 'It's time to talk', a Domestic Violence Support Group. This group consists of an eight week psycho-educational program supporting women to move on from the cycle of violence, to increase their self-esteem and to be able to build respectful relationships in their future, thus aiming to prevent the inter-generational transmission of the cycle of family violence.

- WIRC has also worked in partnership with a number of organisations to deliver the group from other locations including Tuggeranong Child and Family Centre, Northside Community Service, Gunyah Women's Housing and Karralika
 - This course will continue to be offered in a number of locations such as the Child and Family Centres and other organisations.
-

CONTACT OFFICER: Nic Manikis
TELEPHONE: 6205 0522
AGENCY: CSD – Policy and Organisational Services

Beaton, Richard

From: Beaton, Richard
Sent: Friday, 22 November 2013 2:54 PM
To: Manikis, Nic
Subject: FW: Women's Information and Referral Centre

Nic
FYI
Info provided to Win News.

-----Original Message-----

From: Dutt, Kanchan
Sent: Friday, 22 November 2013 2:21 PM
To: Beaton, Richard
Subject: FW: Women's Information and Referral Centre

Hello Richard,
In relation to your email from yesterday about the dot points provided to Sue for the WIN News WiRC interview, Michelle Callen provided Sue with the material prepared for Annual Report hearings and I provided the below information.
Hope this helps,
Kanchan

Kanchan Dutt | Senior Manager
T: 02 6205 0282 | M: 0478 301 615
Media and Communications | Community Services Directorate | ACT Government Level 8, 11 Moore St, Canberra City | GPO Box Canberra 158 | www.communityservices.act.gov.au @CSD_ACT
Community Services Directorate

-----Original Message-----

From: Dutt, Kanchan
Sent: Wednesday, 20 November 2013 11:22 AM
To: Callen, Michelle
Subject: FW: Women's Information and Referral Centre
Importance: High

Hello Michelle,
Immediately below is the statement given by Min's Office to WIN News yesterday in relation to WiRC (story did not run):

"The intention is that types of services currently offered by the WIRC will continue. As advised previously, the ACT Government continues to work with a range of women's community sector organisations around what the new service that will replace the WIRC will look like. Space is being made available at the Theo Notaras Multicultural Centre to ensure a WIRC city presence is maintained."
ENDS

Here is the information I provided to the Canberra Time yesterday (again story did not run):

The changes to the Women's Information and Referral Centre are about improving outreach to so that women across the ACT have better access to programs and services. The changes are also designed to reduce duplication in the provision of services.

As advised previously, the ACT Government continues to work with a range of women's community sector organisations around what the new service that will replace the WIRC will look like.

Space is also being made available at the Theo Notaras Multicultural Centre to ensure a WIRC city presence is maintained.

There are a range of support services currently funded across ACT Government to support vulnerable families.

While no formal information is held on the numbers of clients accessing services at the Centre under an ACT court mandate, we estimate that it is around five a year. Our understanding is that courts may direct people to attend particular types of courses not necessarily specify a location or provider.

Similarly, the Care and Protection Service offers support and referral to community resources and this may include courses available through the Women's Information and Referral Centre. These courses will continue to be run in 2014 depending on demand.

ENDS

Key message that the Min's Office has asked us to promote is that we are working with the community on this and there will be continuity of service.

I'll draft some potential Q&As.

Cheers,

Kanchan



Date 22 November 2013

To Chief Minister
▪ Director-General
▪ Deputy Director-General

CC Minister for Women

From Director, Community Participation Group

Subject Meeting with representatives from the Women's Electoral Lobby (WEL)

Critical Date

HIGH PRIORITY

You have agreed to meet with representatives from the Women's Electoral Lobby-WEL (Rhian Williams, who delivers courses through WIRC, and Ms Emma Davidson, WEL National secretary) on Monday 25 November.

Sensitivities

The representatives intend to raise with you their concerns about the closure of the office accommodating the Women's Information and Referral Centre (WIRC) at London Circuit. You should emphasise that while the WIRC office is being closed, WIRC is not being closed but it is relocated and where possible outreached into other appropriate community facilities.

Purpose

To provide you with background information to assist with your meeting with representatives from WEL on 25 November.

Background/Issues

The Women's Electoral Lobby has alleged that the ACT Government has a broad agenda for 'dispensing with women's services'.

Women's Electoral Lobby (WEL)

WEL is a feminist political organisation founded in 1972. It is a non party political and non sectarian women's lobby. In that same year, members of Canberra Women's Liberation organised the first meeting of WEL in the ACT.

Women's Information and Referral Centre (WIRC)

WIRC was established in 1978 by the Federal Liberal Government's Office of Women's Affairs as a shopfront style information service to provide information on women's agenda issues. WIRC focus shifted from national to local issues, coinciding with preparations for self-government.

Since September 2013, the Community Services Directorate has commenced implementing a re-design of WIRC. This included:

- public announcement that the WIRC shopfront service delivery model will change as of end 2013 with functions and services remaining;
- consultation with staff and provision of supports for changes to their roles; and
- consultation with key stakeholders to identify actions for transitioning to a new service delivery model; and
- long term gender responsive service design and delivery.

Information to assist you with the meeting with Ms Davidson is at **Attachment A**.

This government is committed to improving women's services. These changes are about modernising and improving services so that women across the ACT have better access to programs and services. The changes are also designed to reduce duplication in the provision of services.

The ACT Government continues to work with a range of women's community sector organisations around what the new Women's service model will look like. Space is already being made available at the Theo Notaras Multicultural Centre to ensure a city presence for Women's services is maintained. This new space will be more secure than the old WIRC location and will also house the ACT office for Women, as well as community groups such as Multicultural Women's advocacy.

Consultation

The Office for Women consulted with Ms Davidson.

Recommendation

That you:

- **note** the information in this brief including **Attachment A**

Nic Manikis
Director
Community Participation Group

AGREED/ NOT AGREED/ PLEASE DISCUSS

Joy Burch MLA
Minister for Women
November 2013

- There is an emerging need to transform the Womens Information and Referral Centre (WIRC) model that has been in place since the establishment of the Centre 35 years ago, ensuring that women have support they need when and where they need it.
- The services and functions delivered by WIRC will continue, how they will be delivered in the future is subject to consultation with staff and the sector.
- This change is about reducing duplication in services while providing improved outreach, so that women have better access to programs and services. This will be achieved in part by moving from a model where WIRC and its programs were based in one location to one where these services are based in the community.
- The suite of offerings to support women and girls remains strong and their effectiveness will be enhanced through the increased outreach under the new model. This is being achieved while remaining true to the ACT Government's aim of fiscal responsibility.
- These changes will also see savings in administrative costs and an opportunity to reinvest a portion of these savings into the community sector.
- On Friday 18 and 25 October 2013, the Community Services Directorate consulted with representatives from the ACT Women's Sector including the Women's Centre for Health Matters, Domestic Violence Crisis Service; Rape Crisis Centre; Inanna; Women's Legal Centre; Multicultural Women's Advocacy and ACT Council of Social Services to engage the community in developing a new model for service delivery.
- On Tuesday 22 October 2013, you sought the advice from the Ministerial Advisory Council on Women's views.
- In 2012-13, Women's Information and Referral Centre (WIRC) staff responded to 12,470 contacts. The breakdown of these contacts are:

▪ Phone: 5,787; ▪ Face to face appointment: 399; ▪ Face to face drop in visit: 1,697; ▪ Email: 3,068;	▪ Fax: 80; ▪ Post: 330; ▪ Library: 78; ▪ Internet: 302.
--	--
- Of the 12,470 contacts:

▪ 95 (0.76%) identified as men; ▪ 867 (6.95%) from a culturally and linguistically diverse background; ▪ 96 (0.76%) from an Aboriginal or Torres Strait Islander background;	▪ 274 (2.19%) identified as being over the age of 55 years; ▪ 121 (0.97%) identified as having a disability; ▪ 168 (1.34%) identified as being under the age of 25 years.
--	---

- In 2012-13, 14, 879 client issues/ information were raised. The top ten issues raised were:

- | | |
|---|---------------------------------------|
| ▪ 1,435 (9.64 %)General information; | ▪ 751 (5.05%) Legal; |
| ▪ 1, 381 (9.28 %)WIRC Support Groups and Information Session; | ▪ 695 (4.67 %) Publications; |
| ▪ 1,009 (6.78 %)WIRC Courses; | ▪ 685 (4.6 %) Mental Health; |
| ▪ 923 (6.2 %) Domestic Violence; | ▪ 662 (4.45%) Counselling; and |
| ▪ 756 (5.08 %) Financial Matters; | ▪ 638 (4.29%) Education and Training. |

Background Information

The Women's Information and Referral Centre (WIRC) was established in 1978 by the Federal Liberal Government's Office of Women's Affairs as a shopfront style information service to provide information on women's agenda issues. The centre's focus shifted from national issues to local ACT issues when it was transferred to the Department of Territories in 1985. This transfer coincided with other service delivery moves in preparation for self-government.

Since 1985, WIRC has been managed within several portfolios including Health, Chief Minister's, Urban Services and is currently with the Department of Housing and Community Services as a sub-section of the Office for Women.

The Centre provides a free information and referral service on a range of issues in a supportive and confidential environment. This enables ACT women and their families to make informed decisions and achieve self-determination. Information about the services including a directory of women's services and a bi-annual calendar of "What's on for Women" in the ACT, are available on the Women ACT website at www.women.act.gov.au

The services currently provided by WIRC include:

- online directory of women's services;
- calendar of "What's on for Women" in the ACT;
- personal and professional development courses;
- information sessions and support groups;
- internet access and training through the Broadband for Seniors Program; and
- a lending library.

ACT Women's Return to Work Grants Program

The ACT Women's Return to Work Program (RTW) is an ACT Government initiative that assists to achieve increased financial independence by helping them prepare for, obtain and maintain employment.

The Program is funded through the ACT Office for Women in the Community Services Directorate. It is administered by Women's Information and Referral Centre (WIRC).

A grant of up to \$1,000 is available for the provision of practical support to women returning to the workforce by supporting them to attend courses, pay for childcare, clothing

to attend interviews as well as more formal training or education. It may also provide support for transport costs or the purchase of equipment, computers or texts books directly related to the needs of women returning to work.

The RTW Program targets women in receipt of low incomes and women who are Aboriginal or Torres Strait Islander, from culturally and linguistically diverse backgrounds, young women or women with disabilities, who have been in a caring role looking to enter or re-enter the workforce.

119

Beaton, Richard

From: Manikis, Nic
Sent: Wednesday, 20 November 2013 4:45 PM
To: Beaton, Richard
Subject: FW: Domestic Violence Crisis Service - dots points
Attachments: 131028 DOT POINTS DOMESTIC VIOLENCE CRISIS SERVICE (2).docx

Richard

Fyi only

Cheers

nic

From: Wheatley, Janelle
Sent: Thursday, 31 October 2013 6:06 PM
To: Beer, Kylie
Cc: Howson, Natalie; Manikis, Nic; Chester, Tracy; McInnes, Sue; Fitzharris, Meegan; Baker, Fiona; Beaton, Richard; Weber, Cornelius; Chapman, Sue
Subject: Domestic Violence Crisis Service - dots points

Hi Kylie

Please find attached dot points on DVCS for Minister Burch as requested at the recent Minister's meeting.

Please contact me if you have any queries.

Regards

Janelle

o/s

-
- There is an opportunity arising from the relocation of WiRC for relevant organisations such as DVCS to undertake some of the group and individual support work previously undertaken by WiRC staff on referral from DVCS.

Beaton, Richard

From: Dutt, Kanchan
Sent: Tuesday, 19 November 2013 5:07 PM
To: Manikis, Nic; Beaton, Richard
Subject: FW: Canberra Times Questions

Hello,
Apologies for not including you in this, final draft response below.
Cheers,
Kanchan

From: Dutt, Kanchan
Sent: Tuesday 19 November 2013 16:53
To: Springett, Emily
Cc: Manikis, Nic; Aguilera, Alicia
Subject: RE: Canberra Times Questions

Hello Emily,
Please find suggested response below:
The changes to the Women's Information and Referral Centre are about improving outreach to so that women across the ACT have better access to programs and services. The changes are also designed to reduce duplication in the provision of services.
Many of the programs provided at the Women's Information and Referral Centre are already also provided at other locations across the community. The ACT Government is working through the changes to ensure that the full range of programs continues to be delivered in a more effective way and across the whole of Canberra.
While no formal information is held on the numbers of staff accessing services at the Centre under an ACT court mandate, we estimate that it is around five a year. Our understanding is that courts may direct people to attend particular types of courses not necessarily specify a location or provider. I reiterate our commitment to keeping the range of courses available under the new model.
Similarly, the Care and Protection Service offers support and referral to community resources and this may include courses available through the Women's Information and Referral Centre. These courses will continue to be run in 2014 depending on demand.

The courses will be advertised in the publication 'What's on in Canberra Jan-Jul 2014' - this will be available early in the New Year. We are still awaiting on input from some service providers for that calendar.
ENDS

Cheers,
Kanchan

Kanchan Dutt | Senior Manager
T: 02 6205 0282 | M: 0478 301 615
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From: Caldwell, Anna
Sent: Tuesday, 19 November 2013 2:50 PM

To: Manikis, Nic
 Cc: Daw, Lesley; Callen, Michelle; Dutt, Kanchan
 Subject: FW: Canberra Times Questions
 Importance: High

Hi Nic
 See below, can you provide a response urgently please.

Thanks
 Anna

Anna Caldwell | Senior Media and Communications Officer
 T: 02 6205 0619 | F: 02 6205 0279
 Media and Communications | Community Services Directorate | ACT Government Level 8, 11 Moore
 St, Canberra City | GPO Box Canberra 158 |
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 Services Directorate<<http://www.facebook.com/pages/Community-Services-Directorate/206453312698285>>

From: Springett, Emily
 Sent: Tuesday, 19 November 2013 2:45 PM
 To: Caldwell, Anna
 Cc: Aguilera, Alicia; Dutt, Kanchan
 Subject: FW: Canberra Times Questions
 Importance: High

Will need advice from CSD ASAP on below please. Note deadline.

Emily Springett
 Media Advisor
 Office of Joy Burch, MLA
 Minister for Education and Training
 Minister for Children and Young People, Disability Minister for Arts Minister for Gaming and
 Racing Minister for Multicultural Affairs Minister for Women Member for Brindabella T. 02
 5205 7402 M. 0413 169 029 E. emily.springett@act.gov.au<<mailto:emily.springett@act.gov.au>>

From: Larissa Nicholson [<mailto:larissa.nicholson@fairfaxmedia.com.au>]
 Sent: Tuesday, 19 November 2013 2:41 PM
 To: Springett, Emily
 Subject: ~~Canberra Times Questions~~

Hi Emily,

My questions for the minister are about the closure of the Women's Information and Referral Centre.

Activists for the centre claim women are routinely directed by the ACT justice system to take courses at the WIRC, including anger management courses, as a diversionary option. They also claim that women whose children are involved in the ACT's care and protection system are directed to take courses at the centre.

Is this true? If so, under what circumstances are women directed by corrections or care and protection services to take courses at the WINRC? And are those courses offered elsewhere in the ACT?

Does the minister commit to continuing to run all the courses currently available at the WIRC in 2014?

Where will they be run?

Is there a timetable in place for when they will start?

Could I get a response by the end of the day please?

Cheers

Lara

[https://38951efc-a-4976d694-s-sites.googlegroups.com/a/fairfaxmedia.com.au/emailsignatureimages/home/CT-ap-Email-Sig%20%281%29.jpg?attachauth=ANoY7coJMxotLjMc8iMySRP2DrkVFtmDvb7GCFldQb-zkI478zoFGzSd0YZViIIIEGZGcXeR0IXjLE_Uw8soBc52smU9NnFx_oTZlSXdmqWIga9xiDymgBL09nwcFCJ6-CpJgmz6tUI-UEVyFqqpasqdi9AUqq00qbqE7_A2WIR_UrY-fCnSaPoazY7PohZGZrnj-TN8dhBkNnBSM0hk6xG8jz-fFKLetUTaMICaNDMQkYPvz535R3MigAREx9eFkzsZ52WTeVfuk&attredirects=0]

Larissa Nicholson
canberratimes.com.au | Journalist

a: 9 Pirie St Fyshwick, ACT 2609 t: 02 6280 2241

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Beaton, Richard

From: Beaton, Richard
Sent: Tuesday, 19 November 2013 5:01 PM
To: Dutt, Kanchan
Cc: Manikis, Nic
Subject: RE: Canberra Times Questions

Kanchan could you please send the final to Nic and myself please

From: Dutt, Kanchan
Sent: Tuesday, 19 November 2013 4:38 PM
To: Beaton, Richard
Cc: Manikis, Nic
Subject: RE: Canberra Times Questions

Many thanks Richard.

Kanchan Dutt | Senior Manager
T: 02 6205 0282 | M: 0478 301 615
Media and Communications | Community Services Directorate | ACT Government
 Level 8, 111 Moore St, Canberra City | GPO Box Canberra 158 | www.communityservices.act.gov.au



@CSD_ACT



Community Services Directorate

From: Beaton, Richard
Sent: Tuesday, 19 November 2013 4:37 PM
To: Dutt, Kanchan
Cc: Manikis, Nic
Subject: FW: Canberra Times Questions

Kanchan

I spoke to ACT Magistrates court Criminal law section, They confirmed that a court order will say broadly "attend anger management" but not a particular course. The particular course will be identified by eg. their probation officer.

I am advised that Care and Protection offers support and referral to community resources, including information on courses available at the WiRC. The Community Services Directorate estimates that approximately 5 referrals are received from the ACT Courts to WiRC courses per annum, no formal records are kept on the court referral. The particular sentencing disposition imposed by the court is up to the magistrate, but it could for example, be influenced by a pre-sentence report recommending broadly that the defendant attend an 'anger management' course

These courses will continue to be run in 2014, as usual this will depend on demand.

The courses will be advertised in the publication 'What's on in Canberra Jan-Jul 2014' - this will be available early in the new year, we are still awaiting on some service providers input for that calendar.

My questions for the minister are about the closure of the Women's Information and Referral Centre.

Activists for the centre claim women are routinely directed by the ACT justice system to take courses at the WIRC, including anger management courses, as a diversionary option. They also claim that women whose children are involved in the ACT's care and protection system are directed to take courses at the centre.

Is this true? If so, under what circumstances are women directed by corrections or care and protection services to take courses at the WINRC? And are those courses offered elsewhere in the ACT?

Does the minister commit to continuing to run all the courses currently available at the WIRC in 2014?

Where will they be run?

Is there a timetable in place for when they will start?

Could I get a response by the end of the day please?

Cheers

Lara



Larissa Nicholson
canberratimes.com.au | Journalist

a: 9 Pirie St Fyshwick, ACT 2609 t: 02 6280 2241

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Beaton, Richard

From: Baker, Fiona
Sent: Tuesday, 19 November 2013 4:58 PM
To: Winter, Jancye; Mbonzi, Jackie; Deki, Tsering; Adams, Rebecca; Andrews, Ross; Ayoubi, Salar; Bamford, Michelle; Bascomb, Amy; Brooks, Darryl; Burge, Lindsay; ChikaliWestcott, Anna; Collette, Rebecca; Cutrupi, Renee; Dallen, Carleigh; Eshman, Gillian; Holley, Budi; John, Anna; McKeon, Gerry; Muir, Fiona; Patel, Nikhil; Petrova, Biljana; Rope, Rosemary; Sermeno, Flor; Tobes, Carlos; Wensing, Veronica; Beaton, Richard; Refki, Mona; Clinch, Jolene
Cc: Manikis, Nic
Subject: Minutes of the previous CPG meeting (13 November 2013)
Attachments: Community Participation Group Meeting - Minutes 13 November 2013.docx

Dear Team

Please find attached the draft minutes of the previous meeting.

o/s

Regards Fiona

Fiona Baker | Senior Policy Officer

Phone 02 6207 2552 | Fax 02 6207 0592 | Email fiona.baker@act.gov.au

Community Participation Group | Office for Women | Community Services Directorate | ACT Government

Level 4, 11 Moore Street, Canberra ACT 2601 |

GPO Box 158, Canberra ACT 2601 | www.act.gov.au



o/s

o/s

- Women's Information and Referral Centre (WIRC) update:
 - One month until the last day of service delivery from the WIRC London Circuit location.
 - WIRC staff are attending weekly meetings to discuss redeployment and to contribute to service re-design.
 - Financial literacy training for ACT Housing tenants was held.
 - The January 2014 – June 2014 edition of the What's on for Women Calendar is ready for editing and will be printed shortly.

UPDATE ON ACCOMMODATION

o/s

ACTIONS

106

Beaton, Richard

From: Beaton, Richard
Sent: Tuesday, 19 November 2013 4:27 PM
To: Callen, Michelle; Dutt, Kanchan
Cc: Daw, Lesley
Subject: RE: Canberra Times Questions

I am advised that Care and Protection offers support and referral to community resources, including information on courses available at the WIRC. The Community Services Directorate estimates that approximately 5 referrals are received from the ACT Courts to WIRC courses per annum, no formal records are kept on the court referral.

From: Callen, Michelle
Sent: Tuesday, 19 November 2013 3:40 PM
To: Beaton, Richard
Cc: Daw, Lesley
Subject: FW: Canberra Times Questions
Importance: High

Hello Richard

I am advised that Care and Protection offers support and referral to community resources, including information on courses available at the WIRC. The Community Services Directorate estimates that approximately 5 referrals are received from the ACT Courts to WIRC courses per annum, no formal records are kept on the court referral. The particular sentencing disposition imposed by the court is up to the magistrate, but it could for example, be influenced by a pre-sentence report recommending broadly that the defendant attend an 'anger management' course

These courses will continue to be run in 2014, as usual this will depend on demand.

The courses will be advertised in the publication 'What's on in Canberra Jan-Jul 2014' - this will be available early in the new year, we are still awaiting on some service providers input for that calendar.

My questions for the minister are about the closure of the Women's Information and Referral Centre.

Activists for the centre claim women are routinely directed by the ACT justice system to take courses at the WIRC, including anger management courses, as a diversionary option. They also claim that women whose children are involved in the ACT's care and protection system are directed to take courses at the centre.

Is this true? If so, under what circumstances are women directed by corrections or care and protection services to take courses at the WINRC? And are those courses offered elsewhere in the ACT?

Does the minister commit to continuing to run all the courses currently available at the WIRC in 2014?

Where will they be run?
Is there a timetable in place for when they will start?

Could I get a response by the end of the day please?

Cheers

Lara



Larissa Nicholson
canberratimes.com.au | Journalist

a: 9 Pirie St Fyshwick, ACT 2609 **t:** 02 6280 2241

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Beaton, Richard

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Subject: FW: Canberra Times Questions
Importance: High

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I hope this is helpful, you may like to double check the court referral part, regards Michelle

From: Caldwell, Anna
Sent: Tuesday, 19 November 2013 2:50 PM
To: Manikis, Nic
Cc: Daw, Lesley; Callen, Michelle; Dutt, Kanchan
Subject: FW: Canberra Times Questions
Importance: High

Hi Nic
 See below, can you provide a response urgently please.

Thanks
 Anna

Anna Caldwell | Senior Media and Communications Officer
 T: 02 6205 0619 | F: 02 6205 0279
 Media and Communications | Community Services Directorate | ACT Government
 Level 8, 11 Moore St, Canberra City | GPO Box Canberra 158 | www.communityservices.act.gov.au



@CSD_ACT



Community Services Directorate

From: Springett, Emily
Sent: Tuesday, 19 November 2013 2:45 PM
To: Caldwell, Anna
Cc: Aguilera, Alicia; Dutt, Kanchan
Subject: FW: Canberra Times Questions
Importance: High

Will need advice from CSD ASAP on below please. Note deadline.

Emily Springett
 Media Advisor

Office of Joy Burch, MLA
Minister for Education and Training
Minister for Children and Young People, Disability
Minister for Arts
Minister for Gaming and Racing
Minister for Multicultural Affairs
Minister for Women
Member for Brindabella

T. 02 6205 7402
M. 0413 169 029
E. emily.springgett@act.gov.au

From: Larissa Nicholson [<mailto:larissa.nicholson@fairfaxmedia.com.au>]
Sent: Tuesday, 19 November 2013 2:41 PM
To: Springgett, Emily
Subject: Canberra Times Questions

Hi Emily,

My questions for the minister are about the closure of the Women's Information and Referral Centre.

Activists for the centre claim women are routinely directed by the ACT justice system to take courses at the WIRC, including anger management courses, as a diversionary option. They also claim that women whose children are involved in the ACT's care and protection system are directed to take courses at the centre.

Is this true? If so, under what circumstances are women directed by corrections or care and protection services to take courses at the WINRC? And are those courses offered elsewhere in the ACT?

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Where will they be run?

Is there a timetable in place for when they will start?

Could I get a response by the end of the day please?

Cheers

Lara



Larissa Nicholson
canberratimes.com.au | Journalist

a: 9 Pirie St Fyshwick, ACT 2609 **t:** 02 6280 2241

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Beaton, Richard

From: Daw, Lesley
Sent: Tuesday, 19 November 2013 3:09 PM
To: Beaton, Richard
Subject: FW: Canberra Times Questions

Importance: High

Lesley Daw | Executive Officer to the Director-General |
Phone 02 6207 6516 | Fax 02 6207 1552
Executive Office | Community Services Directorate | ACT Government
Level 8 11 Moore St Canberra City | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: Caldwell, Anna
Sent: Tuesday, 19 November 2013 2:50 PM
To: Manikis, Nic
Cc: Daw, Lesley; Callen, Michelle; Dutt, Kanchan
Subject: FW: Canberra Times Questions
Importance: High

Hi Nic
See below, can you provide a response urgently please.

Thanks
Anna

Anna Caldwell | Senior Media and Communications Officer
T: 02 6205 0619 | **F: 02 6205 0279**
Media and Communications | Community Services Directorate | **ACT Government**
Level 8, 11 Moore St, Canberra City | GPO Box Canberra 158 | www.communityservices.act.gov.au



@CSD_ACT



[Community Services Directorate](#)

From: Springett, Emily
Sent: Tuesday, 19 November 2013 2:45 PM
To: Caldwell, Anna
Cc: Aguilera, Alicia; Dutt, Kanchan
Subject: FW: Canberra Times Questions
Importance: High

Will need advice from CSD ASAP on below please. Note deadline.

Emily Springett
Media Advisor

Office of Joy Burch, MLA
 Minister for Education and Training
 Minister for Children and Young People, Disability
 Minister for Arts
 Minister for Gaming and Racing
 Minister for Multicultural Affairs
 Minister for Women
 Member for Brindabella

T. 02 6205 7402
 M. 0413 169 029
 E. emily.springgett@act.gov.au

From: Larissa Nicholson [<mailto:larissa.nicholson@fairfaxmedia.com.au>]
Sent: Tuesday, 19 November 2013 2:41 PM
To: Springett, Emily
Subject: Canberra Times Questions

Hi Emily,

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 Where will they be run?

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Could I get a response by the end of the day please?

Cheers

Lara



Larissa Nicholson
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a: 9 Pirie St Fyshwick, ACT 2609 t: 02 6280 2241

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Beaton, Richard

From: Howe, Damien
Sent: Monday, 18 November 2013 10:07 AM
To: Beaton, Richard; McPhee, Ian
Cc: Manikis, Nic; Collett, David; CSD Facilities
Subject: RE: Womens' Information and Referral centre

Hi Richard,

CSD advised ACT Property Group on 8 October 2013 that we did not wish to renew the lease at the WIRC building. ACT Property Group advised the property owner on 16 October 2013.

Regards,

Damien.

Damien Howe | Manager - Community Facilities
Ph: (02) 6207 1202 | Fax: (02) 6207 1403 | Mob: 0402 164 288
Asset Management Branch | Community Services Directorate | ACT Government |
Level 3, Nature Conservation House, cnr Emu bank & Benjamin Way, Belconnen |
Locked Bag 3000, Belconnen ACT 2616 | www.act.gov.au

From: Beaton, Richard
Sent: Friday, 15 November 2013 5:24 PM
To: McPhee, Ian
Cc: Manikis, Nic; Collett, David; CSD Facilities; Howe, Damien
Subject: Womens' Information and Referral centre

Dear Ian

We are trying to get an answer for a QTON (attached) here,
When was Notice of intention to vacate the Womens' Information and Referral centre (or not renew the lease) provided to building owner?

Cheers

Richard

Richard Beaton | Senior Policy Officer, Office for Multicultural Affairs
Phone: +61 2 6207 5400 | Fax: +61 2 6207 0592 | Mobile: 0409 899 815 | Email: Richard.beaton@act.gov.au
Community Participation Group | Community Services Directorate | ACT Government
Theo Notaras Multicultural Centre, Level 2, North Building, 180 London Circuit, Canberra
GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Beaton, Richard

From: Beaton, Richard
Sent: Wednesday, 13 November 2013 12:10 PM
To: Mbonzi, Jackie; Deki, Tsering; Adams, Rebecca; Andrews, Ross; Ayoubi, Salar; Baker, Fiona; Bamford, Michelle; Bascomb, Amy; Brooks, Darryl; Burge, Lindsay; ChikaliWestcott, Anna; Collette, Rebecca; Collins, WilliamF; Cutrupi, Renee; Dallen, Carleigh; Eshman, Gillian; Holley, Budi; Jenkins, Dave; John, Anna; Malek, Abraham; McKeon, Gerry; Muir, Fiona; Patel, Nikhil; Petrova, Biljana; Refki, Mona; Rope, Rosemary; Sermeno, Flor; Tobes, Carlos; Wensing, Veronica; Winter, Jancye
Cc: Manikis, Nic
Subject: Previous meeting minutes
Attachments: Community Participation Group Meeting - Minutes 16 October 2013.docx

Hi all

I'm not sure if these have been distributed, minutes from the previous meeting (Attached).

Regards

Richard

Richard Beaton | Senior Policy Officer, Office for Multicultural Affairs

Phone: +61 2 6207 5400 | Fax: +61 2 6207 0592 | Mobile: 0409 899 815 | Email: Richard.beaton@act.gov.au

Community Participation Group | Community Services Directorate | ACT Government

Theo Notaras Multicultural Centre, Level 2, North Building, 180 London Circuit, Canberra

GPO Box 158 Canberra ACT 2601 | www.act.gov.au



ACT
Government

Community Services

**Community Participation Group Team Meeting
Wednesday 16 October 2013
14:00 to 15:30pm Ground floor meeting room Affairs,
180 London Circuit, Canberra**

MINUTES

o/s

- Women's Information and Referral Centre (WIRC). Following a savings measure from the government, Wirc will move from its existing location to regional areas in the existing Child and Family Centres. Existing staff will be redeployed, if they can't be redeployed then

could become excess officers. The decision was not a reflection upon the excellent work of the unit.

CONCLUSION

o

ols

RECOMMENDATION AND COMMENTS

Beaton, Richard

From: Chapman, Sue
Sent: Wednesday, 13 November 2013 11:38 AM
To: Dutt, Kanchan; Manikis, Nic
Cc: Callen, Michelle; Beaton, Richard; Aguilera, Alicia
Subject: RE: WiRC website content

Yes it certainly needs updating

From: Dutt, Kanchan
Sent: Wednesday, 13 November 2013 9:42 AM
To: Chapman, Sue; Manikis, Nic
Cc: Callen, Michelle; Beaton, Richard; Aguilera, Alicia
Subject: WiRC website content

Hello,

Christina Myers spotted the existing web link to the WiRC on the CSD website -

http://www.communityservices.act.gov.au/women/womens_information_and_referral_centre. Do you want me to draft some new text based on the talking points and send that through to you for consideration?

Cheers,

Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

Media and Communications | Community Services Directorate | **ACT Government**

Level 8, 11 Moore St, Canberra City | GPO Box Canberra 158 | www.communityservices.act.gov.au



@CSD_ACT



Community Services Directorate

From: Myers, Christina
Sent: Tuesday, 12 November 2013 4:50 PM
To: Dutt, Kanchan
Subject:

Hi Kanchan

I'm not really across the changes to this service but just came across this on our web site and am wondering if it should still be there or if requires editing

http://www.communityservices.act.gov.au/women/womens_information_and_referral_centre

cheers Christina

Christina Myers
Strategic Policy
Community Services Directorate ACT Government
02 6207 7990
christina.myers@act.gov.au
Level 4 11 Moore St City | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Beaton, Richard

From: Beaton, Richard
Sent: Tuesday, 12 November 2013 1:00 PM
To: Bamford, Michelle
Subject: FW: CONTACT LIST GROUP LEADERS
Attachments: CONTACT LIST GROUP LEADERS.doc

-----Original Message-----

From: Beaton, Richard
Sent: Monday, 11 November 2013 1:56 PM
To: Beer, Kylie
Cc: Manikis, Nic
Subject: FW: CONTACT LIST GROUP LEADERS

Hi Kylie

In response to your question,

The individuals that the letters are being sent to are private contractors that deliver content for training courses conducted through WiRC.

The list of leaders is attached.

-----Original Message-----

From: Manikis, Nic
Sent: Friday, 25 October 2013 12:14 PM
To: Beaton, Richard
Subject: FW: CONTACT LIST GROUP LEADERS

Richard

This is the list of people we need to write too today.

nic

-----Original Message-----

From: Petrova, Biljana
Sent: Friday, 25 October 2013 9:50 AM
To: Manikis, Nic
Subject: CONTACT LIST GROUP LEADERS

Nic,

This is the contact list for the Group leaders and course facilitators.

Regards,

Biljana

Biljana Petrova | Manager |

Phone 02 6205 0713 | Fax 02 6205 1077 |

Community Participation Group | Office For Women | Women's Information & Referral Centre
 |Community Services Directorate | ACT Government | Ground Floor, London Court Building, 13
 London Circuit, Canberra City 2601 | GPO Box 158, Canberra ACT 2601 | www.act.gov.au

Beaton, Richard

From: Beer, Kylie
Sent: Monday, 11 November 2013 2:05 PM
To: Beaton, Richard
Subject: RE: CONTACT LIST GROUP LEADERS

thanks

-----Original Message-----

From: Beaton, Richard
Sent: Monday, 11 November 2013 1:56 PM
To: Beer, Kylie
Cc: Manikis, Nic
Subject: FW: CONTACT LIST GROUP LEADERS

Hi Kylie
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Sent: Friday, 25 October 2013 12:14 PM
To: Beaton, Richard
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Sent: Friday, 25 October 2013 9:50 AM
To: Manikis, Nic
Subject: CONTACT LIST GROUP LEADERS

Nic,

This is the contact list for the Group leaders and course facilitators.

Regards,

Biljana

Biljana Petrova | Manager |
 Phone 02 6205 0713 | Fax 02 6205 1077 |
 Community Participation Group | Office For Women | Women's Information & Referral Centre
 | Community Services Directorate | ACT Government | Ground Floor, London Court Building, 13
 London Circuit, Canberra City 2601 | GPO Box 158, Canberra ACT 2601 | www.act.gov.au

93

Beaton, Richard

From: Manikis, Nic
Sent: Friday, 8 November 2013 1:23 PM
To: Beaton, Richard
Subject: FW: Re : the closure of WIRC [SEC=UNCLASSIFIED]

-----Original Message-----

From: Webster, Fiona [mailto:Fiona.Webster] C1
Sent: Thursday, 7 November 2013 4:50 PM
To: Manikis, Nic
Cc: Chapman, Sue
Subject: FW: Re : the closure of WIRC [SEC=UNCLASSIFIED]

Nic/Sue
fyi

Fiona Webster

C1

-----Original Message-----

From: Webster, Fiona
Sent: Thursday, 7 November 2013 2:36 PM
To: C1
Subject: RE: Re : the closure of WIRC [SEC=UNCLASSIFIED]

Thanks for your message C1

The Chief Minister, Minister for Women, and the Community Services Directorate have emphasised publicly that WIRC's services and programs will continue to be delivered, but the WIRC office on London Circuit is closing. The services and programs will continue in different settings around the regions and there will be a central hub administered by the Office for Women located at the Theo Notaras Multicultural Centre anchoring the regional effort. I understand there is a genuine saving in this exercise in so far as the lease on the property on London Circuit is worth something in the order of \$80,000 per annum. There may be other savings to be made through a new model of delivery, but these have not been quantified at this stage, as far as I know.

I have raised and will raise your concerns again about a review process. My understanding is that the current process of consultation includes consideration of the profile of existing WIRC users and related service providers, the value of services provided and how they should best and most effectively continue to be delivered.

I would be grateful if you could outline in more detail the concerns you raise in relation to community safety and potential impacts in relation to non-custodial sentencing arrangements, so these can be fed into the process and given a proper hearing. You could either send this information to me, and I will send it on through our MACW representative, or I can send it directly to the executive leading the consultation process.

The intention is very much that the Government work together with the community and the community sector to establish what is the best way forward in terms of delivering WIRC services - to that end, I would really encourage you to work with them to ensure the services you think need to continue are considered and evaluated properly.

Kind regards
Fiona

Dr Fiona Webster

-----Original Message-----

From: ^{CF}
Sent: Wednesday, 6 November 2013 3:19 PM
To: Webster, Fiona
Subject: Re : the closure of WIRC

Dear Ms Webster

You may recall we spoke in late October regards the proposed closure of WIRC. I am writing to see if there has been any progress in relation to the concerns I raised with you about the closure.

The primary concern is that there is no independent evidence substantiating the Minister's claim that closing the Centre will represent a genuine saving. There are a range of consequences that will occur including implications for community safety and potential impacts in relation to non-custodial sentencing arrangements which may lead to greater imprisonment of women in the ACT.

Could you please advise what attention is being paid to these and other issues regarding the proposed closure.

Thank you

Kind Regards
^{CF}

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Beaton, Richard

From: Manikis, Nic
Sent: Friday, 8 November 2013 12:12 PM
To: Beaton, Richard
Subject: 131107 Letter to Mary Porter
Attachments: 131107 Letter to Mary Porter.docx



Joy Burch MLA

MINISTER FOR EDUCATION AND TRAINING
MINISTER FOR DISABILITY, CHILDREN AND YOUNG PEOPLE
MINISTER FOR THE ARTS
MINISTER FOR WOMEN
MINISTER FOR MULTICULTURAL AFFAIRS
MINISTER FOR RACING AND GAMING

MEMBER FOR BRINDABELLA

Ms Mary Porter AM MLA
Member for Ginninderra
GPO Box 1020
CANBERRA ACT 2601

Dear Ms Porter

Thank you for your letter of 24 October 2013, about Ms William's concerns about the changes to information and referral services for women in the ACT.

For the past 22 years, Ms William's has facilitated courses and workshops at the Women's Information and Referral Centre (the Centre). I have written to Ms William's in her role as a service provider clarifying the future of the Centre.

The ACT Government continues to be strongly committed to providing quality and accessible information and referral services to vulnerable women in the ACT. The services and programs previously provided by the Centre are not closing nor are they being reduced. The full suite of services previously provided by the Centre will be, where possible, further enhanced and delivered in other ways.

As you know, the Centre has been operating for 35 years from a central location in Canberra. You would appreciate that over time the city has grown with large numbers of vulnerable women residing in outer suburbs, away from the city centre.

We continue to engage and consult with key stakeholders about the development of a new service delivery model for the services and programs for women in our community.

Thank you again for your interest in this matter.

Yours sincerely

Joy Burch MLA
Minister for Women

November 2013

ACT LEGISLATIVE ASSEMBLY

London Circuit, Canberra ACT 2601 GPO Box 1020, Canberra ACT 2601

Phone (02) 6205 0020 Fax (02) 6205 0495

Email BURCH@act.gov.au Twitter: @JoyBurchMLA Facebook: www.facebook.com/joyburchmla

100
CANBERRA

Beaton, Richard

From: Manikis, Nic
Sent: Friday, 8 November 2013 12:10 PM
To: Beaton, Richard
Subject: 131107 BRIEF Mary Porter correspondence - WIRC
Attachments: 131107 BRIEF Mary Porter correspondence - WIRC.docx



ACT
Government

Community Services

Date

8 November 2013

To

Minister for Women

- Director-General
- Deputy Director-General

From

Director, Community Participation Group

Subject

Mary Porter Correspondence - Women's Information Referral Centre's (WiRC)

Critical Date

STANDARD

Purpose

To provide you with a response to correspondence you received on 28 October 2013 from Ms Porter AM MLA, regarding Ms William's concerns about the changes to information and referral services for women in the ACT.

Background/Issues

Since its establishment in 1978, WiRC's operations have been largely confined to a central location in the city. WiRC provides information, referral and support to women in the ACT.

You recently announced changes to the model of service delivery for the WiRC. Following the announcement, the media has portrayed this decision as the closure of services to women in the ACT. Creating some confusion amongst the sector, particularly concern to the service providers to WiRC.

Ms William's has raised concerns about the changes to information and referral services for women in the ACT. For the past 22 years, she has facilitated courses and workshops at the Centre. You recently wrote to Ms Williams in her role as a service provider clarifying the future of the Centre (**M-13- 2097**). A letter of response to Ms Williams has been prepared for your signature is at **Attachment A**.

Recommendation

That you:

- **note** the information in the brief; and
- **sign** the letter to Ms Williams at **Attachment A**.

Nic Manikis

Director Community Participation Group

NOTED/ AGREED/ NOT AGREED/ PLEASE DISCUSS

Minister for Women
Joy Burch MLA
November 2013

Beaton, Richard

From: Beaton, Richard
Sent: Friday, 8 November 2013 9:38 AM
To: Baker, Fiona
Cc: Manikis, Nic
Subject: Folder, questions
Attachments: 1311101 FINAL Minister's Opening Statement Womens & Multicultural.doc

Fiona the DG folder is approved by Nic, although note that the opening speech has changed now (Attached)

Could you send the 3 questions to him again please.

Thanks

Richard

Richard Beaton | Senior Policy Officer, Office for Multicultural Affairs

Phone: +61 2 6207 5400 | Fax: +61 2 6207 0592 | Mobile: 0409 899 815 | Email: Richard.beaton@act.gov.au

Community Participation Group | Community Services Directorate | ACT Government

Theo Notaras Multicultural Centre, Level 2, North Building, 180 London Circuit, Canberra

GPO Box 158 Canberra ACT 2601 | www.act.gov.au



ACT
Government

Community Services



Joy Burch MLA

Opening Statement – Estimates Women's Portfolio

November 2013

Acknowledgments

One of the practical supports that our government provides to the ACT Community is the Women's Information and Referral Centre (WIRC). WIRC provides a free information and referral service on a range of issues in a supportive and confidential environment. This enables ACT women and their families to make informed decisions and achieve self-determination. The Directorate is currently looking at decentralising and modernising this service for the community.

Beaton, Richard

From: Beaton, Richard
Sent: Friday, 1 November 2013 2:48 PM
To: Beer, Kylie
Subject: RE: draft letter

O/S

From: Beaton, Richard
Sent: Friday, 1 November 2013 2:47 PM
To: Beer, Kylie
Subject: RE: draft letter

Ok.

O/S

From: Beer, Kylie
Sent: Friday, 1 November 2013 2:38 PM
To: Beaton, Richard
Subject: RE: draft letter

Ok, I think the minister wants a brief and the draft letter for approval before it gets sent to the sector judging by Erin's email to Nic.

From: Beaton, Richard
Sent: Friday, 1 November 2013 2:36 PM
To: Beer, Kylie
Subject: RE: draft letter

I understand that a letter has been drafted and is being finalised. It will go out to the women's sector explain the changes to the delivery of Womens services in the ACT

From: Beer, Kylie
Sent: Friday, 1 November 2013 1:51 PM
To: Beaton, Richard
Subject: FW: draft letter

Do you know about this? the request didn't come through me?

From: Harris, Marilyn
Sent: Friday, 1 November 2013 1:31 PM

To: Beer, Kylie
Subject: FW: draft letter

FYI

From: Bennett, Erin
Sent: Tuesday, 29 October 2013 11:06 AM
To: Manikis, Nic
Subject: draft letter

Hi Nic

Just confirming, we can expect a brief re: draft letter to women's services / clients of WIRC?

Cheers
Erin

Erin Bennett | Women's Adviser & Electorate Adviser to Joy Burch MLA
ACT Minister for Women | ACT Minister for Education & Training | ACT Minister for Multicultural Affairs | ACT Minister for
Disability, Children & Young People | ACT Minister for the Arts | ACT Minister for Gaming and Racing | Member for Brindabella
P: (02) 620 55420 | F: (02) 620 53165
E: erin.bennett@act.gov.au



please consider the environment before printing this email. If printing is necessary - print double sided

Beaton, Richard

ols

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Subject: FW: draft letter

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From: Harris, Marilyn
Sent: Friday, 1 November 2013 1:31 PM
To: Beer, Kylie
Subject: RE: draft letter

Not a thing

From: Beer, Kylie
Sent: Thursday, 31 October 2013 10:54 AM
To: Harris, Marilyn; Chester, Tracy
Subject: FW: draft letter

Do you know about this one?

From: Bennett, Erin
Sent: Tuesday, 29 October 2013 11:07 AM
To: Beer, Kylie
Subject: FW: draft letter

FYI

From: Bennett, Erin
Sent: Tuesday, 29 October 2013 11:06 AM
To: Manikis, Nic
Subject: draft letter

Hi Nic

Just confirming, we can expect a brief re: draft letter to women's services / clients of WIRC?

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Erin Bennett | Women's Adviser & Electorate Adviser to Joy Burch MLA
ACT Minister for Women | ACT Minister for Education & Training | ACT Minister for Multicultural Affairs | ACT Minister for
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P: (02) 620 55420 | F: (02) 620 53165
E: erin.bennett@act.gov.au



please consider the environment before printing this email. If printing is necessary - print double sided

Beaton, Richard

From: Korsch, Annalise
Sent: Friday, 1 November 2013 4:48 PM
To: Nolan, Christine; Overton-Clarke, Bronwen; Sheehan, Maureen; Whitten, Meredith
Cc: Patel, Sandeep; Dutt, Kanchan; Webb, Kerry; Fitzgerald, Fran; Plater, Janet; Daw, Lesley; Perriman, Yvonne; Winter, Jancye; Manikis, Nic; Saballa, Melanie; Beer, Kylie; Bamford, Michelle; Evans, Jacinta; Chester, Tracy; Burns, Felicity; Sirimanotham, Linda; Callen, Michelle; Harvey, Georgia; McInnes, Sue; Martin, Rachelle; Lynch, Sara; McInnes, Sue; Martin, Rachelle; Daw, Lesley; Whitten, Meredith; Campbell, Alice Casey; Winter, Jancye; Beaton, Richard
Subject: Minister Burch's meeting Tuesday 5 November 2013 - Final agenda
Attachments: BURCH AGENDA 5 November 2013 - FINAL.docx

Good afternoon All

Please find attached the final agenda for the Tuesday 5 November 2013 meeting with Minister Burch.

Regards

Annalise

Annalise Korsch | Organisational Accountability Officer

Ph: (02) 620 50404 | Fax: (02) 620 50343

Organisational Governance | Community Services Directorate | ACT Government

Level 4, 11 Moore Street CIVIC | GPO Box 158, CANBERRA ACT 2601 | www.act.gov.au

**CABINET-IN-CONFIDENCE
CLIENT-IN-CONFIDENCE**

**Meeting with Minister Burch and the
Director-General of the Community Services Directorate
AGENDA**

**Tuesday 5 October 2013
1:30 pm – 2:30 pm
Minister Burch's Office**

**artsACT, Disability ACT, Multicultural Affairs,
Office for Children, Youth and Family Support, Therapy ACT, Women**

Standing Items

o/s

Women

1. Update on WIRC restructure

Beaton, Richard

From: Beaton, Richard
Sent: Thursday, 31 October 2013 2:20 PM
To: Daw, Lesley
Subject: RE: rattenbury advisor briefing request

I asked the same thing.

Information on the closure of the WIRC.

From: Daw, Lesley
Sent: Thursday, 31 October 2013 2:15 PM
To: Beaton, Richard
Subject: FW: rattenbury advisor briefing request

What was the subject matter of the briefing?

Lesley Daw | Executive Officer to the Director-General |
Phone 02 6207 6516 | Fax 02 6207 1552
 Executive Office | Community Services Directorate | ACT Government
 Level 8 11 Moore St Canberra City | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: Hosie, Donna
Sent: Wednesday, 30 October 2013 1:01 PM
To: Manikis, Nic; Beaton, Richard
Cc: Daw, Lesley
Subject: FW: rattenbury advisor briefing request

Good afternoon

Could you please prepare dot points for the DG for this briefing on Monday.

Many thanks

Donna Hosie | Executive Assistant to the Director-General
Phone 02 6205 5334 | Fax 02 6207 1552
Executive Unit | Community Services Directorate | **ACT Government**
 Level 8, 11 Moore Street, Canberra | GPO Box 158, Canberra, ACT 2601 | www.act.gov.au



Canberra's premier all abilities playground - a gift from public servants to the Nation's Capital

From: Beer, Kylie
Sent: Wednesday, 30 October 2013 12:44 PM
To: Hosie, Donna
Cc: Daw, Lesley
Subject: FW: rattenbury advisor briefing request

Hi Donna

Thanks for assisting with this. I don't think I should request a brief, but you may wish to for Natalie??

Not sure of the process

Cheers

Kylie

From: Bennett, Erin
Sent: Wednesday, 30 October 2013 12:30 PM
To: Beer, Kylie
Subject: RE: rattenbury advisor briefing request

11:30am is fine for us.

Erin Bennett | Women's Adviser & Electorate Adviser to Joy Burch MLA
 ACT Minister for Women | ACT Minister for Education & Training | ACT Minister for Multicultural Affairs | ACT Minister for
 Disability, Children & Young People | ACT Minister for the Arts | ACT Minister for Gaming and Racing | Member for Brindabella
 P: (02) 620 55420 | F: (02) 620 53165
 E: erin.bennett@act.gov.au



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From: Beer, Kylie
Sent: Wednesday, 30 October 2013 12:20 PM
To: Bennett, Erin
Subject: FW: rattenbury advisor briefing request

From: Hosie, Donna
Sent: Wednesday, 30 October 2013 12:17 PM
To: Beer, Kylie
Cc: Manikis, Nic
Subject: RE: rattenbury advisor briefing request

Actually, can we make it 11.30am after the briefing to Minister Rattenbury?

Donna Hosie | Executive Assistant to the Director-General
 Phone 02 6205 5334 | Fax 02 6207 1552
 Executive Unit | Community Services Directorate | **ACT Government**
 Level 8, 11 Moore Street, Canberra | GPO Box 158, Canberra, ACT 2601 | www.act.gov.au



Canberra's premier all abilities playground - a gift from public servants to the Nation's Capital

From: Beer, Kylie
Sent: Wednesday, 30 October 2013 11:21 AM
To: Hosie, Donna
Subject: RE: rattenbury advisor briefing request

Thanks donna, much appreciated.
k

From: Hosie, Donna
Sent: Wednesday, 30 October 2013 10:23 AM
To: Beer, Kylie; Daw, Lesley
Cc: Chester, Tracy; Bennett, Erin
Subject: RE: rattenbury advisor briefing request

Hi Kylie

Lesley isn't in today. I'll put this in front of the DG for a response as to who she wants to attend.

Thanks

Donna Hosie | Executive Assistant to the Director-General
Phone 02 6205 5334 | Fax 02 6207 1552
Executive Unit | Community Services Directorate | ACT Government
Level 8, 11 Moore Street, Canberra | GPO Box 158, Canberra, ACT 2601 | www.act.gov.au



Canberra's premier all abilities playground - a gift from public servants to the Nation's Capital

From: Beer, Kylie
Sent: Wednesday, 30 October 2013 10:11 AM
To: Daw, Lesley
Cc: Chester, Tracy; Hosie, Donna; Bennett, Erin
Subject: rattenbury advisor briefing request

Hi Lesley
Are you able to confirm today, the best time and CSD exec to attend the briefing.

Thanks
Kylie

Beaton, Richard

From: Baker, Fiona
Sent: Thursday, 31 October 2013 5:02 PM
To: Beaton, Richard
Subject: FW: Domestic Violence Crisis Service
Attachments: Domestic Violence Crisis Service.docx

Fiona Baker | Senior Policy Officer
Phone 02 6207 2552 | Fax 02 6207 0592 | Email fiona.baker@act.gov.au
Community Participation Group | Office for Women | Community Services Directorate | ACT Government
Level 4, 11 Moore Street, Canberra ACT 2601
GPO Box 158, Canberra ACT 2601 | www.act.gov.au



From: Baker, Fiona
Sent: Thursday, 31 October 2013 3:07 PM
To: Manikis, Nic
Cc: Beaton, Richard; Dallen, Carleigh
Subject: Domestic Violence Crisis Service

Hi Nic

I hope this is what you wanted – let me know if any changes are require. I have saved the document here:

G:\Shared Folder\QUESTION TIME BRIEFS\8th Assembly\2013\8. October 2013\Minister Burch\Women

Cheers Fiona

Question Time Brief

Domestic Violence Crisis Service

History of Amendments to Fact Sheets

Fact Sheets are held in the **Shared Folder ONLY**. You **MUST COMPLETE** the table below to provide a detailed history of any Fact Sheet amendments.

[illegible]

O/S

- There is an opportunity arising from the relocation of the Women's Information and Referral centre (WIRC) for relevant organisations such as DVCS to undertake some of the group and individual support work previously undertaken by WIRC staff on referral from DVCS.

CONTACT OFFICER:	Nic Manikis
TELEPHONE:	6205 0522
AGENCY:	CSD – Policy and Organisational Services

Beaton, Richard

From: McDonald, Geoffrey
Sent: Tuesday, 29 October 2013 9:51 AM
To: 'colin.farlow@act.gov.au'; Daw, Lesley; Doyle, Bridie; Franklin, Alan; Gibson, Sally; Hyland, Bob; Jenkins, Anne; Kakuk, Isabel; Kelly, Shaun; O'Rourke, Rex; Robinson, Jodie; Tennent, Simon; Tibbitts, Alice; Whitten, Meredith; Wood, Gemma; Collette, Rebecca; John, Anna; McKeon, Gerry; Wilson, Brian; Boyle, Nathan; Conway, Sarah; Gale, Vanessa; Kirk, Sarah; Marootians, Louise; Pappas, Helen; Spicer, Cathie; Weber, Cornelius; Wheatley, Janelle; Wyles, Paul; Baker, Fiona; Beaton, Richard; Butler, Chris; Chester, Tracy; Fieldhouse, Anna; Hudson, Natasha; Matthews, David; McIntosh, Fiona; Norder, Henny; Towns, Christina; Webb, Kerry; Charles, Amanda; Evans, Jacinta; Hambleton, Graham; Howe, Maureen; McKeon, Heather; Otchere, Hayford; Smith, Greg; Sullivan, Lorna; Brendas, Tina; Power, Leanne; Campbell, Christine; Xiong, Yanping; Dyal, Mimi; Lee, Angela; Wensing, Veronica
Subject: FW: [ACTCOSS] Weekly Community Sector Notices - 25 October 2013
Attachments: ACTCOSS Weekly Community Sector Notices - 2013-10-25.pdf

-----Original Message-----

From: actcossnotices-bounces@communitylists.org.au [mailto:actcossnotices-bounces@communitylists.org.au] On Behalf Of ACTCOSS Notification Service
 Sent: Friday, 25 October 2013 4:53 PM
 To: actcossnotices@communitylists.org.au
 Subject: [ACTCOSS] Weekly Community Sector Notices - 25 October 2013

Please find attached a PDF and Word version of the ACTCOSS Weekly Community Sector Notices for Friday 25 October 2013.

In these notices:

- 1) Director's Update - WIRC, ERO Forum, & more
- 2) Reclaim the Night - 25 Oct
- 3) ACT NDIS Community Provider Forum No. 5
- 4) Reminder: ACTCOSS 50th Birthday and AGM
- 5) Healthy Workplace Resources
- 6) The Paradoxes of Power - A TEDx Talk
- 7) Canberra Environment Centre e-news - Sign up & Contribute
- 8) Aboriginal & Torres Strait Islander Community News
- 9) Opportunities to Contribute to Decision-Making
- 10) Training & Forums
- 11) Government Updates & Funding
- 12) Community Sector in the News
- 13) Research & News on the Web

Please open either the PDF or Word attachment to view this week's Notices.

View PDF files with Adobe Reader (free):
<http://get.adobe.com/uk/reader/>

--

ACT Council of Social Service Inc. (ACTCOSS) Justice + Equity + Social Inclusion + Reconciliation

Ph: 02 6202 7200 | actcoss@actcoss.org.au

Weston Community Hub, 1/6 Gritten Street, Weston ACT 2611 www.actcoss.org.au | Fax: 02 6288 0070

The ACT Council of Social Service Inc. (ACTCOSS) is the peak representative body for people living with disadvantage and not-for-profit community organisations in the Australian Capital Territory.

ACTCOSS is committed to reconciliation, acknowledges the traditional custodians of the land and pays respect to elders past and present.



Weekly Community Sector Notices

Friday 25 October 2013

In these notices:

1) Director's Update – WIRC, ERO Forum, & more	1
2) Reclaim the Night – 25 Oct	3
3) ACT NDIS Community Provider Forum No. 5	4
4) Reminder: ACTCOSS 50 th Birthday and AGM	4
5) Healthy Workplace Resources	5
6) The Paradoxes of Power – A TEDx Talk	6
7) Canberra Environment Centre e-news – Sign up & Contribute	6
8) Aboriginal & Torres Strait Islander Community News	7
9) Opportunities to Contribute to Decision-Making	7
10) Training & Forums	8
11) Government Updates & Funding	10
12) Community Sector in the News	12
13) Research & News on the Web	12

1) Director's Update – WIRC, ERO Forum, & more

This week has provided lots of opportunities for frank and fearless exploring of issues and advocacy on key community concerns.

Women's Information and Referral Centre

The announcement that the location and staffing for the Women's Information and Referral Centre has generated significant community concern. I have valued hearing from community members about their concerns and priorities for the future. I was part of a conversation with several women's sector leaders and the relevant



government officials in which a commitment was made to work with the community to ensure continuity of services in the short term and using a holistic and consultative approach to finalising design of information, support, education and referral services for vulnerable and disadvantaged women in our city.

0/5

Beaton, Richard

From: Bamford, Michelle
Sent: Monday, 28 October 2013 4:12 PM
To: Beaton, Richard
Cc: Manikis, Nic; Baker, Fiona; Dallen, Carleigh
Subject: CM Talkback
Attachments: CSD 6 - Key Facts - Office for Women.docx; CSD 22 - Improving Services for Women in the ACT.doc

Richard

Please find attached the CM Talkback – they are saved on G Drive.

No changes to OFW – but changes to Improving service for women in the ACT.

Cheers Michelle

Michelle Bamford | Senior Policy Officer

Phone: 6205 0515 | Fax: 6207 0592 | Email: michelle.bamford@act.gov.au

Community Participation Group | Office for Women | Community Services Directorate | ACT Government

Level 4, 11 Moore Street Canberra City | GPO Box 158 Canberra ACT 2601 | www.act.gov.au



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The information contained in this email and any attachments is for the intended recipient only. It may contain material of a confidential nature relating to the operations of the Community Services Directorate, or its clients, contractors or stakeholders. Information of this nature may be subject to the provisions of the Privacy Act 1988, Public Sector Management Act 1994, Health Records (Privacy and Access) Act 1997, Children and Young People Act 2008, Housing Assistance Act 1987 and/or the Crimes Act 1900. Any person who inappropriately discloses this information may be subject to disciplinary/criminal proceedings under any of these Acts. If you have received this email in error, please notify the sender and then delete this transmission and any attachments.

Chief Ministers Talkback Brief

CSD 22: Improving Services for Women in the ACT

1 November 2013

Minister responsible:	Directorate:	Contact Officer:
Joy Burch	Community Services	Nic Manikis 62050522

KEY POINTS

- There is an emerging need to change the Womens Information and Referral Centre (WiRC) model that has been in place since the establishment of the Centre 35 years ago. We need to ensure that women have support they need when and where they need it.
 - This change is about reducing duplication in services while providing better outreach so that women have improved access to our programs and services. This will be achieved in part by moving from a model where WiRC and its programs were based in one location to one where these services are based in the community.
 - The suite of offerings we have in this area remains strong and their effectiveness will be enhanced through the increased outreach under the new model. This is being achieved while remaining true to the ACT Government's aim of fiscal responsibility.
 - These changes will also see savings in administrative costs and a portion of these savings will be reinvested into the community sector.
 - On Friday 18 and 25 October 2013, the Community Services Directorate consulted with representatives from the ACT Women's Sector including the Women's Centre for Health Matters, Domestic Violence Crisis Service; Rape Crisis Centre; Inanna; Women's Legal Centre; Multicultural Women's Advocacy and ACT Council of Social Services to engage the community in developing a new model for service delivery.
 - On Tuesday 22 October 2013, the Minister for Women, Joy Burch sought the advice from the Ministerial Advisory Council on Women's on their views
-

Chief Ministers Talkback Brief

CSD 22: Improving Services for Women in the ACT

on a new service delivery model for information and referral for ACT women.

- Online services means that women are sourcing information in other ways (either as a self service or through assistance services such as libraries, Canberra Connect, Citizen's Advice).
 - There will not be any job losses through this change. The process of moving to the new approach will involve consultations with staff affected by this change. The broader Office for Women will remain and continue to deliver strategic advice.
-

BACKGROUND INFORMATION

Women's Information and Referral Centre provides an information and referral service. Current WiRC services include:

- online directory of women's services and a calendar of what's on for *Women in the ACT*. See Women ACT website at www.women.act.gov.au;
 - The ACT Women's Return to Work Grants Program provides women returning to the paid workforce with financial assistance of up to \$1,000 personal and professional development courses, information sessions and support groups;
 - Internet access and training through the Broadband for Seniors Program;
 - partnerships to deliver support programs; and
 - a lending library.
-

WiRC commenced delivering financial literacy training sessions targeting women on low to moderate incomes, over the age of 60 years; and living in crisis accommodation and government housing

Our research shows that in 2012-13 there were a total of 12,376 various forms of interaction with staff at the WiRC and of these 8,759, or more than 70%, were via telephone or email.

Chief Ministers Talkback Brief

CSD 22: Improving Services for Women in the ACT

Some 398 of these interactions were face-to-face visits and our aim is to increase these by moving our services into an increased range of areas.

Beaton, Richard

From: Whitten, Meredith
Sent: Sunday, 27 October 2013 4:01 PM
To: Beaton, Richard; Martinez, Catherine
Subject: RE: CM Talkback Follow up from Friday 18 October 2013

Hi Richard

Thank you – I cleared this on Friday.

Meredith Whitten | Executive Director |
 Phone 620 79031 | Fax 620 50343 | Mobile 0419 426 308 |
 Policy and Organisational Services | Community Services Directorate | ACT Government
 Level 4, 11 Moore Street CANBERRA ACT 2601 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au |

From: Beaton, Richard
Sent: Friday, 25 October 2013 12:52 PM
To: Whitten, Meredith
Subject: FW: CM Talkback Follow up from Friday 18 October 2013
Importance: High

Hi Meredith

Can you clear this before it goes up on the website please: (relevant Text is copied below)

Directorate: CSD - SMS

Issue: WIRC – please clarify, will the services be staffed by the same and or specialist trained staff, or are you proposing, for example for phone calls to be answered by Canberra Connect ?

Action: Contact caller

OUTCOME:

Richard Beaton: Contacted caller by phone 25/10/2013, advised that: *Consultations are being undertaken with WIRC staff and with representatives from the womens sector about shaping a new model for the delivery of services to women in the ACT. It is not clear at this time if there will be any opportunities for the same staff to be involved in the new service model. However, given the nature of the function, it is unlikely that the new service model will mean that phone calls would be answered by Canberra Connect.*

From: Martinez, Catherine
Sent: Thursday, 24 October 2013 5:26 PM
To: Beaton, Richard
Cc: Manikis, Nic
Subject: FW: CM Talkback Follow up from Friday 18 October 2013
Importance: High

Hi Richard

Can you please provide response to the CM Talkback follow up.

Regards

Catherine Martinez | Assembly and Cabinet Liaison Officer

Phone 02 6205 0750 | Fax 02 6205 0343

Organisational Governance | Community Services Directorate | **ACT Government**

Level 4, 11 Moore Street, Canberra City | GPO Box 158, Canberra ACT 2601 | www.act.gov.au

From: Martinez, Catherine

Sent: Tuesday, 22 October 2013 9:34 AM

To: Beaton, Richard

Cc: Manikis, Nic; Chester, Tracy; Burns, Felicity

Subject: FW: CM Talkback Follow up from Friday 18 October 2013

Importance: High

Good morning Richard

Please find attached CM Talkback follow up for OFW.

Can you please advise outcome on the attached by COB Thursday 24 October 2013.

Regards

Catherine Martinez | Assembly and Cabinet Liaison Officer

Phone 02 6205 0750 | Fax 02 6205 0343

Organisational Governance | Community Services Directorate | **ACT Government**

Level 4, 11 Moore Street, Canberra City | GPO Box 158, Canberra ACT 2601 | www.act.gov.au

From: Bottcher, Ian

Sent: Monday, 21 October 2013 4:29 PM

To: Martinez, Catherine

Cc: Beer, Kylie

Subject: FW: CM Talkback Follow up from Friday 18 October 2013

Catherine

One for CSD - thanks

Ian Bottcher | Directorate Liaison Officer

Office of Minister Shane Rattenbury MLA | Minister for Territory and Municipal Services | Minister for Corrections | Minister for Housing | Minister for Aboriginal and Torres Strait Islander affairs | Minister for Ageing | Phone: (02) 6205 0430 | Fax: (02) 6205 0007 | E-mail: ian.bottcher@act.gov.au

From: Darville, Pam

Sent: Monday, 21 October 2013 4:17 PM

To: Dal Molin, Vanessa (Health); Maher, Ellis; Pullen, Victoria; Guest, Clare; Ng, Daniel; CPLO (AFP); Laurent, Kristen; Orbuloye, Chris; Beer, Kylie; Bottcher, Ian; Bourne, Sarah; Mossop, Leonie; Anderson, Erin

Subject: CM Talkback Follow up from Friday 18 October 2013

Hi all

See attached Chief Ministers Talkback Follow-up from last Friday ABC Radio...sorry its late !

Let me know if I have Identified the wrong directorate. Happy to be corrected.

Please provide your follow up by COB Monday 28 October 2013.

Thanks Pam

Pam Darville | Directorate Liaison Officer

Phone: +61 2 6205 3029 | Email: pam.darville@act.gov.au

Chief Minister and Treasury Directorate | ACT Government

ACT Legislative Assembly | London Circuit CANBERRA CITY | GPO Box 158 Canberra ACT 2601 |

www.act.gov.au



Date 25 October 2013

To Minister for Women
• Director-General
• Deputy Director-General

cc

From Director, Office for Multicultural Affairs

File no

Subject Proposed letter to the ACT Women's services sector regarding Changes to the Women's Information and Referral Centre.

Critical Date

- HIGH PRIORITY (Due within 5 business days)

Sensitivities

Members of the Women's sector within the ACT have expressed concern about the decision to change the mode of service delivery for Women's Services in the ACT.

Purpose

To brief you on a proposed letter to send to the Service with regard to the Women's Information and Referral Centre (WIRC).

Background/Issues

Following the announcement to change the model of service delivery for Women's services, there has been some critical comment in the media as well as some concern voiced within the sector.

A letter has been prepared for your approval at Attachment A. Could you also indicate your preference for the letter to be signed by yourself, or by the Deputy Director General, Community Services Directorate.

Consultation

On Friday 18 and 25 October 2013, the Community Services Directorate consulted with representatives from the ACT Women's Sector including the Women's Centre for Health Matters, Domestic Violence Crisis Service; Rape Crisis Centre; Inanna; Women's Legal Centre; Multicultural Women's Advocacy and ACT Council of Social Services to engage the community in developing a new model for service delivery.

47
On Tuesday 22 October 2013, you met with your Women's Council to seek their thoughts.

Recommendation

That you:

- Approve the proposed letter at Attachment A
- Indicate your preference to who the attached letter should be signed by.
- Note the proposed list of recipients at Attachment B.

Richard Beaton

Nic Manikis

75400

NOTED/ AGREED/ NOT AGREED/ PLEASE DISCUSS
/October/2013
Joy Burch MLA
Minister for Women

Beaton, Richard

From: Dallen, Carleigh
Sent: Friday, 25 October 2013 12:59 PM
To: Beaton, Richard
Subject: FW: 131024 Draft MACW Minutes - 22 October 2013
Attachments: 131024 Draft MACW Minutes - 22 October 2013.doc

These are the minutes from the MACW meeting that the Minister attended on Tuesday

Carleigh Dallen | Policy Officer

Phone 02 6205 0215 | Fax 02 6207 0592 | Email carleigh.dallen@act.gov.au

Community Participation Group | Office for Women | Community Services Directorate | ACT Government

Level 4, 11 Moore Street, Canberra ACT 2601|

GPO Box 158, Canberra ACT 2601 | www.act.gov.au

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From: Baker, Fiona
Sent: Thursday, 24 October 2013 5:35 PM
To: Manikis, Nic; Bamford, Michelle
Cc: Dallen, Carleigh
Subject: 131024 Draft MACW Minutes - 22 October 2013

Hi Nic and Michelle

Here is a copy of the draft MACW minutes (22 October 2013) Maybe useful for tomorrow's meeting but note still draft

Good luck Fiona

Fiona Baker | Senior Policy Officer

Phone 02 6207 2552 | Fax 02 6207 0592 | Email fiona.baker@act.gov.au

Community Participation Group | Office for Women | Community Services Directorate | ACT Government

Level 4, 11 Moore Street, Canberra ACT 2601|

GPO Box 158, Canberra ACT 2601 | www.act.gov.au





DRAFT Meeting Minutes
Tuesday 22 October 2013
12noon to 2pm, Level 8 Boardroom, 11 Moore Street, CANBERRA

Attendees

Dr Fiona Webster - Chair, Ms Joan Hughes - Deputy Chair, Ms Carol Benda, Ms Robyn Martin, Ms Kylie Petroni (proxy for Sela Taufa), Ms Marcia Williams, Ms Paula McGrady, Ms Penny Rumble and Ms Kathy McFie.

Apologies

Ms Lydia George, Ms Julia Gilchrist, Ms Ruth Pitt, Ms Sheryle Moon, Ms Sela Taufa and Mr Nic Manikis, Director Community Participation Group, Community Services Directorate (CSD)

In Attendance

Minister for Women, Joy Burch MLA, Ms Erin Bennett, Minister's Adviser, Ms Natalie Howson, Director General, CSD, Ms Sue Chapman, Deputy Director General, CSD. Ms Carleigh Dallen, Policy Officer, Office for Women, CSD.

Secretariat

Ms Fiona Baker, Senior Policy Officer, Office for Women, CSD

ols

o/s

6.3 Women's Information and Referral Centre (WIRC)

- The Chair and Deputy Chair advised that at the meeting with Minister Burch, changes to WIRC were discussed. Minister Burch requested MACW's advice on how to transition to a new service delivery model and advised that:
 - a decision has been made to change the WIRC service delivery model; and
 - some women's services are keen to see diversification of the functions of WIRC.

- Ms Benda provided an update on the meeting held by CSD on 18 October 2013, seeking the views of stakeholders. Accessibility and alternate locations for service delivery were discussed including Child and Family Centres, 1st Point and Multicultural Women's Advocacy.
- It was noted that there is a petition on www.change.org requesting the ACT Government reverse its decision to 'close' WIRC.
- There was general agreement by MACW members that the model needs to be changed but that the process for this to occur should have happened earlier and considered within a broader strategic framework.
- Ms Howson noted WIRC's high proportion of online and telephone contacts and the benefits of a decentralised model and the opportunities this would provide in terms of accessibility and service integration.

ols

41

Beaton, Richard

From: Manikis, Nic
Sent: Friday, 25 October 2013 12:16 PM
To: Beaton, Richard
Cc: Dutt, Kanchan
Subject: FW: Complete Calendar Mailout WIRC

Richard this is the other list we need to write too.

Please pen a short letter saying we are not closing women services but enhancing them. The emphasis will be on decentralising and outreaching in the new service model.

Please clear draft with Kanchan.

Thank you

nic

From: Petrova, Biljana
Sent: Friday, 25 October 2013 9:49 AM
To: Manikis, Nic
Subject: Complete Calendar Mailout WIRC

Complete Calendar Mailout - no names: REMOVE MLAs

Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
Counsellor	David & Alli Nielson		PO Box 172	DICKSON ACT 2602
			11 Moore Street 11 Moore Street	CANBERRA CITY ACT 2600
	Health Promotion and Grants		Level 3, 1 Moore Street	CANBERRA ACT 2605
Co-ordinator	Career Support & Training		PO Box 90 rear 257 Crawford St	Queanbeyan NSW 2620
Intake Officer	Child & Adolescent Mental Health Service (CAHMS)	(CAMHS) Belconnen Health Centre	Cnr Swanson Cct & Benjamin Way	BELCONNEN ACT 2617
		A Gender Agenda	PO Box 4010	Ainslie ACT 2602
		Aboriginal Justice Centre Inc	Lvl 3, Griffin Centre, 20 Genge St	Canberra City ACT 2600
		Aboriginal Legal Service	PO Box 434	CANBERRA ACT 2601
		ACT Corrective Services	197 London Cct	CANBERRA CITY ACT 2600
		ACT Chamber of Women in Business	PO Box 15	DEAKIN WEST ACT 2601
		ACT CISM	PO Box 1799	TUGGERANONG

Complete Calendar Mailout - no names: REMOVE MLAs

Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
				ACT 2901
	Probation & Parole	ACT Corrective Services	197 London Cct	CANBERRA CITY ACT 2600
	Tuggeranong Region	ACT Department of Education	c/o Melrose High School, Marr St	PEARCE ACT 2607
Director	Training & Tertiary Education	ACT Department of Education & Training	GPO BOX 158	CANBERRA CITY ACT 2601
President		ACT Division of General Practice	PO Box 3571	WESTON ACT 2611
Health Promotion Officer, IHCP	ACT Community Care	ACT Health Building	GPO Box 825	CANBERRA CITY ACT 2600
	Alcohol & Drug Program	ACT Health Building	GPO Box 825	CANBERRA CITY ACT 2600
Recruitment and Promotions Officer	Breast Screening Program	ACT Health Building	GPO Box 825	CANBERRA CITY ACT 2600
Co-ordinator		ACT Hepatitis Council	PO Box 6259	O'CONNOR ACT 2606
Social Worker		ACT Hospice Palliative Care Society	PO Box 88	CIVIC SQUARE ACT 2608
		ACT Human Rights Commission	GPO Box 158	CANBERRA CITY ACT 2601
		ACT Legal Aid Commission	4 Mort St	CANBERRA CITY ACT 2600
	ACT Heritage Library	ACT Library and Information Service	Level 1, Woden Library, Corinna St	PHILLIP ACT 2606
		ACT Playgroups Association	PO BOX 513	Jamison Centre ACT 2614
Director		ACTCOSS	PO BOX 849	MAWSON ACT 2607
	SAAP RADS	ACTOSS	P O Box 849	MAWSON ACT 2607
		ADACAS	PO Box 144	DICKSON ACT 2602
		Advance Personnel - Canberra Inc	PA Chambers, 18 Corinna St	PHILLIP ACT 2606
Co-ordinator		Aged Services	PO Box 90, rear 257 Crawford St	QUEANBEYAN NSW 2620
		Ageing, Disability and Homecare	PO Box 2245	QUEANBEYAN ACT 2620
		Aids Action Council	GPO Box 229	CANBERRA ACT 2601
		AIMS (Rehabilitation Consultants)	Suite 4, 12 Kett St	KAMBAH ACT 2902

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Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
Manager		Ainslie Village	23 Quick St	CAMPBELL ACT 2612
	Personal Support Program	Alcohol & Drug Foundation ACT Inc (ADFACT)	PO Box 2230	TUGGERANONG ACT 2901
		Alcohol & Drug Service GSAHS	PO Box 1845	QUEANBEYAN NSW 2620
	Library	Alexander Maconochie Centre	Locked Bag 7775	Canberra BC ACT 2610
Parent Representative	c/o Health Committee	Alfred Deakin High School	Denison St	DEAKIN ACT 2600
Coordinator	the Dementia & Memory community Centre	Alzheimer's Australia ACT	PO Box 7100	KALEEN ACT 2617
School Counsellor		Amaroo School	Katherine Avenue	Amaroo ACT 2914
	School Resources, Enviroment & Society (SRES)	ANU	Building 48, ANU	ACTON ACT 0200
Women's Officer	Women's Department, Student Association	ANU	BLD 17	CANBERRA ACT 0200
Advisor to Staff	Chancellery 10 - A	ANU		CANBERRA ACT 0200
	ANU Counselling Service	ANU	Bld 18, North Rd, ANU	ACTON ACT 0200
Professor	School of Social Sciences	ANU	Canberra	CANBERRA ACT 0200
		APM (Advanced Personnel Management)	PO BOX 96	CANBERRA CITY ACT 2601
Education Officer		Arthritis ACT	PO Box 4017	WESTON CREEK ACT 2611
		Australian Breastfeeding Association	3/70 Maclaurin Cr	CHIFLEY ACT 2606
		Australian Church Women	56 Sturt Ave	NARRABUNDAH ACT 2604
EEO Officer	University College UNSW	Australian Defence Force Academy	Department of Defence	ACT 2600
Psychology & Counsellor		Australian Defence Force Academy		CAMPBELL ACT 2600
	Health Services	Australian Federal Police	PO Box 401	CANBERRA CITY ACT 2601
		Australian Federation of Graduate Women ACT Inc	PO Box 6141	O'CONNOR ACT 2602
	Family Lawyers	Baker, Deane & Nutt	GPO Box 2196	CANBERRA ACT 2601
	Family Lawyers	Baker, Deane & Nutt	PO Box 508	QUEANBEYAN

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Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
				NSW 2620
	Parenting Outreach Program	Barnardos	PO Box 384	DICKSON ACT 2602
	Kids' Friends Program	Barnardos	PO Box 384	DICKSON ACT 2602
Manager		Barnardos	PO Box 384	DICKSON ACT 2602
	Kids Friends	Barnardos Childrens Family centre	24 thornton Rd	QUEANBEYAN 2620
		BCS	PO Box 679	BELCONNEN ACT 2616
		Belconnen Baptist Church	Dallachy St	PAGE ACT 2614
	Behaviour Support Unit	Belconnen Community Service	PO Box 679	BELCONNEN ACT 2616
		Belconnen Community Service	PO Box 679	BELCONNEN ACT 2616
	Playgroups	Belconnen Community Service	PO Box 679	BELCONNEN ACT 2616
	Meet Your Neighbour Program	Belconnen Community Service (BCS)	PO BOX 679	BELCONNEN ACT 2616
Family Support Worker		Belconnen Community Service (BCS)	PO BOX 679	BELCONNEN ACT 2616
Coordinator	Leisure Program	Belconnen Community Service (BCS)	PO BOX 679	BELCONNEN ACT 2616
	Day to Day Living Program	Belconnen Community Service (BCS)	PO BOX 679	BELCONNEN ACT 2616
Co-ordinator	Access & Skills Development	Belconnen Community Service (BCS)	PO Box 679	BELCONNEN ACT 2616
Director	Community, Culture and Strategic Development	Belconnen Community Service (BCS)	PO BOX 679	BELCONNEN ACT 2616
	Disability Unit	Belconnen Community Service (BCS)	PO BOX 679	BELCONNEN ACT 2616
	BUNGEE	Belconnen Community Service (BCS)	PO BOX 679	BELCONNEN ACT 2616
	Homebase Program	Belconnen Community Service (BCS)	PO BOX 679	BELCONNEN ACT 2616
Social Worker		Belconnen Health Centre	Cnr Swanson Cct & Benjamin Way	BELCONNEN ACT 2617
Maternal & Child Health Nurse	Belconnen Child Health Clinic	Belconnen Health Centre	Cnr Swanson Cct & Benjamin Way	BELCONNEN ACT 2617
		Belconnen Library	12 Chandler St	BELCONNEN ACT 2617
		Belconnen Mental Health	PO Box 44	BELCONNEN ACT

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Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
		Team		2616
Clinical Manager		Belconnen Mental health Team	PO Box 44	Belconnen ACT 2617
		Belconnen Mental Health Team	PO Box 44	BELCONNEN 2616
		Beryl Women's Refuge	PO Box 3667	WESTON ACT 2611
		Billabong Aboriginal Coporation	PO Box 5638	LATHAM ACT 2615
		Bosom Buddies	PO Box 717	MAWSON ACT 2607
Women's Health Nurse		Braidwood Hospital	Monkittee St	BRAIDWOOD NSW 2622
Secretary		Brindabella Women's Group	PO BOX 2648	TUGGERANONG ACT 2901
Maternal & Child Health Nurse		C/O Belconnen Health Centre	Crn Swanson Cct & Benjamin Way	BELCONNEN ACT 2617
	ACT & Region Family Law Pathways Network	c/o Legal Aid ACT	GPO Box 512	Canberra ACT 2601
Co-ordinator	Neighbours Playgroup	C/O Southside Community Service	PO Box 7	NARRABUNDAH ACT 2604
	ACT Women's & Prisons Group	c/o Women's Centre for Health Matters	PO BOX 385	MAWSON ACT 2607
		CAHMA	GPO Box 1552	CANBERRA ACT 2601
	Woden	Caloola Skill Training & Job Placement	PO Box 684	WODEN ACT 2606
Team Leader	Mental Health Services	CALVARY HEALTH CARE	Haydon Dr	BRUCE ACT 1617
Maternity Services Manager	Maternity Unit	Calvary Health Care	Level 3 Marion Blg, Haydon Dr	BRUCE ACT 2617
Executive Officer	Organisational Development, Human Resources Dept	Calvary Health Care	Haydon Drive	BRUCE ACT 2617
Social Worker		Calvary Health Care	Hayden Dr	BRUCE ACT 2617
Co-ordinator	Outpatient Depression and Anxiety	Calvary Health Care	PO Box 254	Jamison Centre ACT 2614
Admin Officer	Mental Health Services	Calvary Hospital	Haydon Drive	BRUCE ACT 2614
Allied Health Office Manager	Social Work Department	Calvary Hospital	Haydon Dr	BRUCE ACT 2614
Director	Occupational Therapy	Calvary Hospital	Haydon Dr	BRUCE ACT 2614
Therapy Co-ordinator	Ward 2N	Calvary Hospital	Haydon Dr	BRUCE ACT 2617
Social Worker	Ward 2N	Calvary Hospital	PO Box 254, Jamison	Jamison ACT 2614

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Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
			Cente	
	Psychology Unit	Calvary Hospital	Haydon Dr	BRUCE ACT 2614
	Hyson Green	Calvary Private Hospital	PO Box 254	JAMISON CENTRE ACT 2614
Course Co-ordinator		Calwell Community Centre	PO Box 22	CALWELL ACT 2905
	Family Law	Campbell & Co	PO Box 3578	WESTON ACT 2611
		Campbell Page	G9, G10, G11 Ground Floor, Northpoint Plaza, Chandler St	BELCONNEN ACT 2617
Executive Teacher		Canberra College	Launceston St	PHILLIP ACT 2606
The Director		Canberra Community Care	PO BOX 3923	WESTON CREEK ACT 2611
Manager Shopfront Services	Belconnen Shopfront (10)	CANBERRA CONNECT	Level 3, MacArthur House, 12 Wattle St	LYNEHAM ACT 2602
Manager Shopfront Services	Woden Shopfront (10)	CANBERRA CONNECT	Level 3, MacArthur House, 12 Wattle St	LYNEHAM ACT 2602
Manager Shopfront Services	Dickson Shopfront (10)	CANBERRA CONNECT	Level 3, MacArthur House, 12 Wattle St	LYNEHAM ACT 2602
Manager Shopfront Services	Tuggeranong Shopfront (10)	CANBERRA CONNECT	Level 3, MacArthur House, 12 Wattle St	LYNEHAM ACT 2602
		Canberra Dance Theatre	4 Dakin Place	HACKETT ACT 2602
		Canberra Environment Centre	GPO Box 1875	Canberra ACT 2601
		Canberra Filipino Families for Bilingualism	PO Box 522	Gungahlin ACT 2912
Cancer Psychosocial Services	Psychology Department	Canberra Hospital	PO Box 11	WODEN ACT 2606
		Canberra Men's Centre	GPO Box 1753	CANBERRA ACT 2601
		Canberra Mothercraft Society	PO Box 126	CURTIN ACT 2605
		Canberra Rape Crisis Centre	PO Box 3805	WESTON CREEK ACT 2611
		Canberra Recovery Service	5/15 Mildura St	FYSHWICK ACT 2609
		Canberra Seniors Centre Inc	10 Watson St	TURNER ACT 2612
		'CANBERRA'S CHILD'	PO Box 497	DICKSON ACT 2602
Project Officer		Cancer Council ACT Inc	PO Box 143	FYSHWICK ACT

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Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
				2609
Course Co-ordinator		Capital Careers	Level 3 Belconnen Churches	BELCONNEN ACT 2617
Senior Care & Protection Worker	Centralised Intake Service	Care & Protection Services	11 Moore St	CANBERRA CITY ACT 2601
		Care Financial Counselling Service	PO Box 763	CIVIC SQUARE ACT 2608
		Career Information Centre	PO Box 5141	BRADDON ACT 2612
		Carers ACT	2/80 Beaurepaire Cres	HOLT ACT 2617
Coordinator	CALD Carer Services	Carers ACT	2/80 Beaurepaire Cres	HOLT ACT 2617
		Carers Australia	Unit 7, 16 Napier Close	DEAKIN ACT 2600
	Reconnect	Centacare	PO Box 3167	MANUKA ACT 2603
	Homelinx	Centacare	PO Box 3167	MANUKA ACT 2603
Counsellor		Centacare	PO Box 3167	MANUKA ACT 2603
	Family Relationships and Counselling	Centacare	PO Box 3167	Manuka ACT 3167
	Admin Support Office	Centacare Blackfriars	PO Box 3167	MANUKA ACT 2603
Employment Consultant		Centacare Open Employment	Blackfriars, Watson, PO BOX 3167	MANUKA ACT 2603
	JET Program	Centrelink	PO Box 1216	TUGGERANONG ACT 2901
Social Worker		Centrelink	PO Box 350	BELCONNEN ACT 2617
Social Worker		Centrelink Tuggeranong	PO Box 1217	TUGGERANONG ACT 2900
Social Worker		Centrelink Tuggeranong	PO Box 1216	TUGGERANONG ACT 2900
Maternal & Child Health Nurse		Charnwood Child Health Clinic	Bettington Cct	CHARNWOOD ACT 2615
Intake Officer	(CAMHS)	Child & Adolescent Mental Health Service (CAHMS)	Blg A, Level 2, Callum Offices	WODEN ACT 2606
The Manager		Child Protection & Family Crisis Service	PO Box 87	QUEANBEYAN ACT 2620
	Children on Orders Team	Child Protection Services	11 Moore St	CANBERRA CITY ACT. 2601

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Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
	Family Work Team	Child Protection Services	11 Moore St	CANBERRA CITY ACT 2601
	Pre Tertiary Courses	CIT	Southside Campus, Ainsworth St	PHILLIP ACT 2606
Co-ordinator	Dept Access Education - Learning Options for Women	CIT	Southside Campus, Ainsworth St	PHILLIP ACT 2606
Gender Equity Officer	Student Services Reid Campus	CIT	A 110 Constituion Ave	CANBERRA ACT 2601
	Access Education	CIT	PO Box 826	CANBERRA ACT 2601
Careers Adviser		CIT	Constitution Ave	REID ACT 2612
	AMES	CIT	J Block Reid Campus, Constitution Ave	REID ACT 2612
Project Officer	Student Association Reid Campus	CIT	Constitution Ave	REID ACT 2612
	South Side Campus	CIT	PO Box 826	CANBERRA ACT 2601
Marketing Manager	Office of the Chief Executive	CIT REID CAMPUS	Block E, Constitution Ave	REID ACT 2612
	Counselling Section	CIT BRUCE CAMPUS	Haydon Drive	BRUCE ACT 2617
Librarian	Reid Campus	CIT REID CAMPUS	Constitution Ave	REID ACT 2612
College Administrator	CIT Vocational College	CIT REID CAMPUS	Room J02, Block J, Constitution Ave	REID ACT 2612
Gender Equity Officer		CIT REID CAMPUS	A 110 Reid Campus, Constitution Ave	REID ACT 2612
Head of Department	AMEP	CIT REID CAMPUS	J Block, Building 15, Constitution Ave	REID ACT 2612
		Citizens Advice Bureau	GPO Box 669	CANBERRA ACT 2601
Community Nurse	Child, Youth & Women's Health Program	City Health Centre	Cnr Moore & Alinga St	CANBERRA CITY ACT 2600
	City-Mental-Health Team	City Health-Centre	ACT Health Bldg, Cnr Moore & Alinga Sts	CANBERRA CITY ACT 2600
Social Workers		City Health Centre	ACT Health Building, Cnr Moore & Alinga Sts	CANBERRA CITY ACT 2600
Diabetes Social Worker		City Health Centre	Cnr Moore & Alinga St	CANBERRA CITY ACT 2601
The Community Asthma Program	Health & Community Care	City Health Centre	Cnr Moore & Alinga St	CANBERRA CITY ACT 2600
Maternal & Child Health Nurse		City Health Centre, ACT Health Building	Cnr Moore & Alinga Sts	CANBERRA CITY ACT 2600

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Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
		City Mental Health	GPO Box 825	Canberra City ACT 2601
		Civic Library	Civic Square, London Cct	CANBERRA CITY ACT 2600
Manager	Family Support	Communities @ Work	PO Box 1066	TUGGERANONG ACT 2901
Manager	Youth Program	Communities @ Work	PO Box 1066	TUGGERANONG ACT 2901
Manager	HACC Program	Communities @ Work	PO Box 1066	TUGGERANONG ACT 2901
Executive Manager	Community Programs	Communities @ Work	PO Box 1066	TUGGERANONG ACT 2901
	Women's Housing Program	Communities @ Work	PO Box 1066	TUGGERANONG ACT 2901
Manager	Community Development Program	Communities @ Work	PO Box 1066	TUGGERANONG ACT 2901
Youth Worker		Communities@Work - Weston Creek Youth Centre	PO Box 1066	TUGGERANONG ACT 2901
Family Support Worker		Communities@Work-Tuggeranong	PO Box 1066	TUGGERANONG ACT 2901
Marketing Director		Communities@Work-Tuggeranong	PO Box 1066	TUGGERANONG ACT 2901
Marketing Director		Communities@Work-Weston	PO Box 1066	TUGGERANONG ACT 2901
		Community Asthma Support	PO Box 687	WODEN ACT 2606
Community Nutritionist/Dietitian	Child, Youth & Women's Health Program	Community Care, ACT Health	Cnr Moore & Alinga Sts	CANBERRA CITY ACT 2601
		Community Connections	PO Box 1945	TUGGERANONG ACT 2901
	Mental Health Team	Community Health Centre	River St	MORUYA NSW 2537
Women's Health Nurse	Women's Health Services	Community Health Centre	PO Box 729	QUEANBEYAN NSW 2620
Women's Health Nurse		Community Health Service	Locked Bag 1000	YASS ACT 2582
		Community Housing	PO Box 239	O'CONNOR ACT 2602
		Community Options	GPO Box 3067	Canberra City ACT 2601
		Community Youth Justice	Level 2 Callam Offices Easty St	WODEN ACT 2606
		Companion House	PO Box 112	JAMISON CENTRE ACT 2614
		Conflict Resolution Service	Level 3, Griffin	CANBERRA CITY

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Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
			Centre, 20 Genge St	ACT 2601
	Training	Conflict Resolution Service	Lvl 3, Griffin Centre, Genge St	CANBERRA CITY ACT 2601
		Continence Promotion Centre	GPO Box 825	CANBERRA ACT 2601
		Cooma Community Health Service	PO Box 10	Cooma NSW 2630
		Cooma Community Service	PO Box 172	COOMA NSW 2630
		Cooma Mental Health Service	PO Box 10	COOMA ACT 2630
The Secretary		Council of the Ageing	PO Box 5566	HUGHES ACT 2605
		Counsellor	PO BOX 5673	HUGHES ACT 2605
		Country Women's Association	GPO Box 456	CANBERRA ACT 2601
		Court Support	1 Breden Place	QUEANBEYAN NSW 2620
	"Nguru" Project (Indigenous Program)	CRCC	PO Box 3805	WESTON CREEK ACT 2611
		Croatian Care Program	C/O Southside Community Services, P O Box 7	NARRABUNDAH ACT 2604
		CRS Australia	PO Box 1041	QUEANBEYAN NSW 2620
		CRS Australia	PO Box 32	WODEN ACT 2606
		CRS Australia	PO Box 35	BELCONNEN ACT 2616
Information & Referral Officer		DADHC	PO Box 2245	QUEANBEYAN NSW 2620
Co-ordinator		Darryl's Den	42 Edwards St	HIGGINS ACT 2615
Counselling Manager		Davidson Trahaire Pty Ltd	PO Box 437	CURTIN ACT 2605
		Davidson Trahier	2 Napier Close	Deakin ACT 2600
		Deafness Resource Centre	PO BOX 3239	WESTON ACT 2611
	Directorate of Honours & Awards	Department of Defence TCC - 4 - 8B	Reply Paid 7952	CANBERRA BC ACT 2610
Settlement Officer		Dept Immigration & Multicultural & Indigenous Affairs (DIMIA)	GPO Box 25	BELCONNEN ACT 2616
Staff Counsellor		Dept of Foreign Affairs &	Administration	PARKS ACT 2600

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Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
		Trade	Building	
Departmental Counsellor	CSD	Dept of Foreign Affairs & Trade	Administration Building	PARKES ACT 2600
Family Liaison Officer		Dept of Foreign Affairs & Trade	Administration Building	PARKES ACT 2600
Social Worker		Dept of Health & Ageing	Mail Drop Point 11, GPO 9848	CANBERRA ACT 2601
Community Liaison Officer	Community Engagement & Multicultural Affairs Branch	Dept of Immigration & Multicultural Affairs	GPO Box 717	CANBERRA CITY ACT 2601
		Diabetes ACT	PO Box 3727	WESTON CREEK ACT 2611
	Physiotherapy Department	Dickson Health Centre	Dickson Pl	DICKSON ACT 2602
Maternal & Child Health Nurse	Dickson Child Health Clinic	Dickson Health Centre	Dickson Pl	DICKSON ACT 2602
		Dickson Library	Dickson Shopping Centre	DICKSON ACT 2602
	Arcadia House	Directions ACT	PO BOX 538	WODEN ACT 2606
	Family Support	Directions ACT	PO BOX 538	WODEN ACT 2606
		Directions ACT	PO Box 538	WODEN ACT 2606
Social Worker		Disabilities ACT	GPO Box 825	CANBERRA ACT 2601
		Disability ACT Information Service	GPO Box 158	CANBERRA CITY ACT 2601
		Diversity ACT	PO Box 101	Erindale Centre ACT 2903
		Domestic Violence Crisis Service	GPO Box 1922	FYSHWICK ACT 2609
		Doris Women's Refuge	PO BOX 197	BELCONNEN ACT 2616
		Dove Counselling Service	Unit 10, MacKay Professional Centre	TURNER ACT 2612
Witness Assistant		DPP	GPO 595	CANBERRA CITY ACT 2601
		Dragons Abreast ACT	PO BOX 7191	YARRALUMLA ACT 2600
		DV Alert	PO Box 173	Deakin West ACT 2600
		Endometriosis Support Group	5 Piddington St	WATSON ACT 2602
		Epilepsy Action	GPO Box 9878	CANBERRA ACT

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Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
				2601
Co-ordinator		Epilepsy Association (ACT) Inc	GPO Box 3744	WESTON CREEK ACT 2611
		Erindale Library	McBryde Cres	ERINDALE ACT 2903
		Essential Services	Lvl 2, 12 Moore St / cnr Rudd St	CANBERRA CITY ACT 2600
		FACES	PO Box 3167	MANUKA ACT 2903
	School of Education & Community Studies	Faculty of Education, University of Canberra	PO BOX 1	BELCONNEN ACT 2616
Counsellor	Family Court Counselling	Family Court	GPO Box 9991	CANBERRA CITY ACT 2601
		Family Drug Support	PO BOX 7363	LEURA NSW 2780
		FAMILY RELATIONSHIP CENTRE	15 Napier St	DEAKIN ACT 2600
	Family Lawyers	Farrar, Gesini & Dunn	GPO Box 2990	CANBERRA ACT 2601
		FIN ACT Inc	PO Box 4093	Kingston ACT 2604
		FOCUS ACT	1 Warran Place	CHIFFLEY ACT 2606
		Friends of the Brain Injured ACT Inc	PO Box 717	MAWSON ACT 2607
Communications Officer	ACT Writers Centre	Gorman House Arts Centre	55 Ainslie Avenue	BRADDON ACT 2612
		GROW	9 Anembo St	NARRABUNDAH ACT 2604
		Gugan Gulwan Youth Aboriginal Corporation	PO Box 307	ERINDALE CENTRE ACT 2903
Schools as Communities Workers	Northside	Gungahlin Child and Family Centre	Cnr Ernest Cavanagh & Gungahlin Place	Gungahlin ACT 2912
Course Coordinator		Gungahlin Child and Family Centre	Gungahlin Centre, Cnr Ernest Cavanagh St & Gungahlin Place	GUNGAHLIN ACT 2912
		Gungahlin Child and Family Centre	Gungahlin Centre, Cnr Ernest Cavanagh St & Gungahlin Place	GUNGAHLIN ACT 2912
		Gungahlin Child and Family Centre	Gungahlin Centre, Cnr Ernest Cavanagh St & Gungahlin Place	GUNGAHLIN ACT 2912
Executive Director		Gungahlin Community Service	PO Box 35	GUNGAHLIN ACT 2912

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Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
		Gungahlin Library	Ernest Cavanagh St	GUNGAHLIN ACT 2912
Community Development Officer		Gungahlin Regional Community Service	PO Box 35	GUNGAHLIN ACT 2912
	Family & Community Support Program	Gungahlin Regional Community Service	P O Box 35	GUNGAHLIN ACT 2912
Youth Worker		Gungahlin Youth Services	PO Box 35	GUNGAHLIN ACT 2912
		Gunyah Women's Housing	PO Box 1152	QUEANBEYAN NSW 2620
		Hartley Lifecare	4 Kingsbury St	GOWRIE ACT 2904
The Manager		Havelock Housing Assoc	85 Northborne Ave	TURNER ACT 2612
		Healthy Work	Unit 3 Alea House 9-11 Napier Close	DEAKIN ACT 2600
		Heart Support Australia - ACT	PO Box 717	MAWSON ACT 2607
	Clinical Nurse Consultant	Hennessy House	Haydon Dr	BRUCE ACT 2614
The Parish Secretary		Holy Family Parish Gowrie	167 Bugden St	GOWRIE ACT 2904
		Home Tutor Scheme of the ACT	Rm J12, Gr Fl, J Block, CIT, Constitution Ave	REID ACT 2612
		Inanna Inc	PO Box 4093	KINGSTON ACT 2604
		Independent Living Centre	24 Parkinson St	WESTON ACT 2611
	Civic Office	IPS Worldwide - Employee Assistance Provider	Lvl 1 City Executive Suites, 88-96 Bunda St	CANBERRA CITY ACT 2601
	Deakin Office	IPS Worldwide - Employee Assistance Provider	Suite 4 Alia House, 9-11 Napier Close	DEAKIN ACT 2600
Community Coordinator		Isabella Plains Early Childhood School	Ellerston Ave	Isabella Plains ACT 2905
		Jabal Centre	ANU	Lower Melville Hall, Building 12
	Family Lawyers	Jeanine Lloyd & Associates	GPO Box 1705	CANBERRA ACT 2601
		Job Solve	PO Box 1684	FYSHWICK ACT 2609
	Family Lawyers	Julie Dobinson & Associates	GPO Box 545	CANBERRA ACT 2601

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Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
		Junction Youth Health Service	GPO Box 287	CIVIC SQUARE ACT 2608
		Kairos Outside	PO Box 3961	WESTON ACT 2611
	Queanbeyan Family Care Centre	Karabar Community Health Centre Centre	12 Southbar Rd	QUEANBEYAN NSW 2620
Early Intervention Nurse		Karabar Community Health Centre Centre	12 Southbar Rd	QUEANBEYAN NSW 2620
		Karinya House (3)	PO Box 6, Evatt Newsagency	EVATT ACT 2617
		Karralika	PO Box 2230	TUGGERANONG ACT 2901
		Kippax Library	Hardwick Cres	HOLT ACT 2615
Pastoral & Community Care		Kippax Uniting Church	PO BOX 35	KIPPAX ACT 2615
Manager		Koomarri	26 Carinya St	QUEANBEYAN NSW 2620
Manager		Koomarri Association	PO Box 262	WODEN ACT 2606
Maternal & Child Health Nurse		Lanyon Family Care Centre	Sidney Nolan St	CONDOR ACT 2906
Youth Worker		Lanyon Youth & Community Centre	PO Box 6083	CONDOR ACT 2906
		Law Society of the ACT	GPO Box 1562	CANBERRA ACT 2601
Director		Learning Options	PO Box 3433	MANUKA ACT 2603
Coordinator	Community Education & Information Services	Legal Aid ACT	GPO Box 512	Canberra ACT 2601
		Legal Aid Office	GPO Box 512	CANBERRA ACT 2601
		Leisure Program ACT	PO Box 679	BELCONNEN ACT 2616
Co-ordinator		Leisurelink	PO BOX 3510	MANUKA ACT 2603
		Library WR & LC	PO Box 337	Civic Square ACT 2608
Manager		Lifeline	GPO Box 583	CANBERRA ACT 2601
Manager of Gambling Care		Lifeline	PO BOX 583	CANBERRA CITY ACT 2601
		Louisa Refuge	PO Box 810	QUEANBEYAN NSW 2620
The President		Majura Women's Group	PO BOX 7123	WATSON ACT

Complete Calendar Mailout - no names: REMOVE MLAs

Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
				2602
		MANTRA Training and Development	PO Box 977	Gungahlin ACT 2912
Manager		Marie Stopes International	PO Box 1809	CANBERRA CITY ACT 2601
		Marketing Angels Canberra	35 Langridge St	WANNIASSA ACT 2903
Program Officer	ARCK Program	Marymead	PO BOX 4260	KINGSTON ACT 2604
Coordinator	Men's Groups	Marymead	PO Box 4260	Kingston ACT 2604
	Family Support Program (4)	Marymead Child and Family Centre	PO Box 4260	KINGSTON ACT 2604
Program Manager	Family Skills Program	Marymead Child and Family Centre	PO BOX 4260	KINGSTON ACT 2604
Coordinator	Women's Groups	Marymead Child and Family Centre	PO Box 4260	KINGSTON ACT 2604
	Families Together Program	Marymead Child and Family Centre	PO BOX 4260	KINGSTON ACT 2604
		MAX Employment	Unit 14-16, Ground Floor, 2 Candler St	BELCONNEN ACT 2617
	Family Lawyers	Mazengarb Barralet	GPO Box 2956	CANBERRA ACT 2601
	Family Lawyers	McGuinness Eley	GPO Box 1140	CANBERRA ACT 2601
		Menopause Centre	Lvl 1, 28 University Ave	CANBERRA CITY ACT 2601
		Menslink	PO Box 4147	MANUKA ACT 2603
	Skills for Life Centre	Mental Health Foundation	87 Ebden St	AINSLIE ACT 2602
Program Manager	Rainbow Program	Mental Health Foundation	PO Box 7183	WATSON ACT 2602
	Mark's Place	Mental Health Foundation	PO Box 78	WODEN ACT 2606
	Health Promotion	Mental Health Foundation	PO Box 78	WODEN ACT 2606
		Mental Health Foundation	PO Box 78	WODEN ACT 2606
		Mental Health Outreach Program	80 Beaurepaire Cres	HOLT ACT 2615
		Mental Health Services	Level 3 Swanson Plaza, Swanson Court	BELCONNEN ACT 2617
		Mental Illness Education	PO Box 74	AINSLIE ACT 2602
Course Co-ordinator		Migrant and Refugee	GPO Box 697	CANBERRA CITY

Complete Calendar Mailout - no names: REMOVE MLAs

Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
		Settlement Services		ACT 2601
After School Studies Program		Migrant and Refugee Settlement Services	GPO Box 697	CANBERRA CITY ACT 2601
Co-ordinator		Migrant Health Unit	Act Health Building, Cnr Moore & Alinga Sts	CANBERRA CITY ACT 2600
		Migrant Health Unit	Level 2 , ACT Health Building, Cnr Moore & Alinga St	CANBERRA CITY ACT 2600
		MS SOCIETY	117 Denison St	DEAKIN ACT 2600
		Multicultural Women's Advocacy Inc ACT(MWA)	GPO Box 1392	CANBERRA ACT 2601
		Multicultural Youth Services	GPO Box 697	CANBERRA CITY ACT 2600
	Canberra and Region	Multiple Birth Association	PO Box 1162	WODEN ACT 2606
		Music for Everyone	PO Box 950	Civic Square ACT 2608
Artistic Director		Music for Everyone, Ainslie Arts Centre	PO BOX 950	CIVIC SQUARE ACT 2608
OH & S Co-ordinator		National Archives of Australia	PO Box 7425	CANBERRA MAIL CENTRE ACT 2610
		National Association for Loss & Grief (NALAG)	PO BOX 5022	CHIISHOLM ACT 2905
		National Brain Injury Foundation & Headway ACT	PO Box 5542	HUGHES ACT 2605
		National Council of Jewish Women, ACT Division	PO Box 3105	MANUKA ACT 2603
		National Council of Women in the ACT	GPO BOX 3028	MANUKA ACT 2603
Program Manager	HACC (GRCS)	Ngunnawal Neighbourhood Centre	PO Box 35	GUNGAHLIN ACT 2912
		Ngunnawal Centre for Aboriginal & Torres Strait Islander Education	PO Box 1	BELCONNEN ACT 2616
		Noah's Ark Resource Centre	PO Box 3294	WESTON ACT 2611
Chief Executive Officer		Northside Community Service	PO Box 453	DICKSON ACT 2602
	Northside Women's Supported Accommodation Program	Northside Community Service	PO Box 453	DICKSON ACT 2602
Family Support Worker		Northside Community	PO Box 453	DICKSON ACT

Complete Calendar Mailout - no names: REMOVE MLAs

Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
		Service		2602
		Northside Psychology	Suite 10, Birubi Chambers, 121 Hawker Place	Hawker ACT 2614
		Nurturing Nortons	PO BOX 161	GUNGAHLIN ACT 2912
		NuSkills Learning & Development	PO BOX 1066	TUGGERANONG ACT 2901
		Office for Children Youth and Family Support	PO Box 158	CANBERRA CITY 2601
Case Manager	Woden Regional Office	Office for Children, Youth & Family Support	GPO Box 158	CANBERRA CITY ACT 2601
	Care and Protection	Office for Children, Youth and Family support	GPO Box 785	CANBERRA ACT 2601
		Ovarian Cancer Support (OVCA)	38 Hurtle Ave	BONYTHON ACT 2905
	OzSupport	OzHelp Foundation	PO Box 1655	FYSHWICK ACT 2609
Program Coordinator	OzHelp Community Services	OzHelp Foundation	PO Box 1655	FYSHWICK ACT 2609
		Pain Support ACT	111 Launceston St	LYONS ACT 2606
	Canberra City Group	Pan Pacific & South East Asian Women's Association	47 Carstensz Street	GRIFFITH ACT 2603
	Post & Ante Natal Depression Support & Information	PANDSI	25 Stapylton St	HOLDER ACT 2603
		Parent Effectiveness Trainer	PO Box 64	HUGHES ACT 2605
		Parent Line ACT Inc	PO Box 4102	WESTON CREEK ACT 2611
Personnel Management Support	Dept Parliamentary Services	Parliament House		CANBERRA ACT 2600
		Perenatal CAMHS	GPO Box 825	CANBERRA ACT 2601
Physiotherapist	Pelvic Floor Program	Phillip Health Centre	Cnr Corinna & Keltie St	WODEN ACT 2606
	Social Workers (3)	Phillip Health Centre	Cnr Corinna & Keltie St	WODEN ACT 2606
Maternal & Child Health Nurse	Phillip Child Health Clinic	Phillip Health Centre	Cnr Corinna & Keltie St	WODEN ACT 2606
The Manager		Phillip Health Centre	Cnr Corinna & Keltie St	WODEN ACT 2606
	Eating Disorders	Phillip Health Centre	Cnr Keltie St &	WODEN ACT 2606

Complete Calendar Mailout - no names: REMOVE MLAs

Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
	Program		Corinna St	
	Woden Mental Health Service	Phillip Health Centre	CNR Corinna & Keltie Sts	WODEN ACT 2606
		Phillip Health Centre	Crn Corinna & Keltie St	WODEN ACT 2606
		Positive Strokes	PO Box 679	BELCONNEN ACT 2616
Psychologist		Postnatal Depression Treatment Group	11 Mokare St	NGUNNAWAL ACT 2913
Co-ordinator PPIRS		Postnatal Parenting Information & Referral Service	PO Box 126	CURTIN ACT 2605
		Pregnancy Support Service	PO Box 476	CIVIC SQUARE ACT 2608
		Prisoners' AID ACT	PO Box 112	CANBERRA CITY ACT 2601
		Professional Psychology Services	Suite 3 Gadai Chambers, 48 Corinna St	WODEN ACT 2606
		Psychiatric Rehabilitation Services	Gr Fl, ACT Health Bldg, Cnr Moore & Alinga Sts	CANBERRA CITY ACT 2600
		PSYCHOLOGY ACT	Unit 7 George Turner House, 11 McKay Gardens	TURNER ACT 2612
	Families Inside Out	Queanbeyan Barnardos Children's Centre	24 Thornton St	QUEANBEYAN NSW 2620
		Queanbeyan Child & Adolescent Mental Health Service	PO Box 729	QUEANBEYAN NSW 2620
Human Resources Support Officer		Queanbeyan City Council	PO Box 90	QUEANBEYAN NSW 2620
Bilingual Counsellor		Queanbeyan Community Centre	PO BOX 729	QUEANBEYAN NSW 2620
Women's Health Service		Queanbeyan Community Health Service	PO Box 729	QUEANBEYAN NSW 2620
Course Co-ordinator		Queanbeyan Community Health Services	PO Box 729	QUEANBEYAN NSW 2620
		Queanbeyan Financial Counselling Service	PO BOX 763	CIVIC SQUARE ACT 2608
	Community Mental Health	Queanbeyan Hospital	Collette St	Queanbeyan NSW 2620
Psychologists	Mental Health Team	Queanbeyan Hospital	PO Box 729	QUEANBEYAN

Complete Calendar Mailout - no names: REMOVE MLAs

Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
				NSW 2620
		Queanbeyan Library	PO Box 90	QUEANBEYAN NSW 2620
Occupational Therapist		Queanbeyan Mental Health	PO Box 729	QUEANBEYAN NSW 2620
		Queanbeyan Multilingual Centre	PO Box 520	QUEANBEYAN NSW 2620
DV Liaison Officer		Queanbeyan Police Station	1 Farrer St	Queanbeyan NSW 2620
		Queanbeyan Probation & Parole	PO Box 823	QUEANBEYAN NSW 2620
		Queanbeyan Respite Centre	PO Box 90	QUEANBEYAN NSW 2620
		Queanbeyan Sexual Health Service	PO Box 729	QUEANBEYAN NSW 2620
Clinical Nurse Consultant	Canberra Mothercraft Society	Queen Elizabeth II Family Centre	129 Carruthers St	CURTIN ACT 2605
Contract Manager		QUEST Employment & Training Solutions	Unit 104, Northpoint Plaza, Crn Benjamin Way & Chandler St	BELCONNEN ACT 2617
		Recover Group	27/29 Napier Cl	Deakin ACT 2600
CIT	Information Centre	Reid Campus	GPO Box 826	CANBERRA CITY 2601
Course Co-ordinator		Relationships Australia	PO Box 320	CURTIN ACT 2605
The Manager		Richardson Community House	33 Pritchard Cres	RICHARDSON ACT 2905
Manager		Richardson Family Links	PO Box 1066	Tuggeranong ACT 2901
	PAMS	Richmond Fellowship	PO Box 6865	Charnwood ACT 2615
		Rotary Club of Canberra	GPO Box 276	CANBERRA ACT 2601
		RSI & Overuse Injury Association of the ACT	208 Griffin Centre, Genge St	CANBERRA CITY ACT 2600
Welfare Worker	Community Service Centre	Salvation Army	PO Box 1038	Dickson ACT 2602
Manager	Moneycare	Salvation Army	PO Box 1038	DICKSON ACT 2602
Counsellor		Salvation Army Counselling Service	Unit 3 Southwell Park Professional Centre, 9-11 Montford Cres	NORTH LYNEHAM ACT 2602
		SAMSSA	PO Box 3805	WESTON ACT

Complete Calendar Mailout - no names: REMOVE MLAs

Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
				2611
		Schools as Communities Centre	Queanbeyan Primary School, Isabella St	QUEANBEYAN ACT 2620
		Seniors Tennis	10 Bedford St	DEAKIN ACT 2600
		Service Provider	7 Jelbart St	MAWSON ACT 2607
Course Co-ordinator		Sexual Health & Family Planning (SHFP)	GPO Box 1317	CANBERRA ACT 2601
		SHOUT	PO Box 717	MAWSON ACT 2607
Bereavement Counsellor		SIDS and Kids	PO Box 3118	WESTON ACT 2611
Manager		Solace	PO Box 54	CURTIN ACT 2605
		Soroptimist International - of Canberra Inc	PO Box 9559	DEAKIN ACT 2600
	After Care	South Pacific Private Hospital	18 Beach St	CURL CURL NSW 2096
Co-Ordinator	Aged Care Services	Southside Community Service	PO Box 7	NARRABUNDAH ACT 2604
Marketing, PR & Communications Coordinator	Optimum Training & Development	Southside Community Service	PO Box 7	NARRABUNDAH ACT 2604
	Links to Learning Program	Southside Community Service	PO Box 7	NARRABUNDAH ACT 2604
Manager	Community Programs	Southside Community Service	PO Box 7	NARRABUNDAH ACT 2604
Family Support Worker		Southside Community Service Inc	PO Box 7	NARRABUNDAH ACT 2604
Manager	Optimum Training & Development Unit	Southside Community Services	PO BOX 7	NARRABUNDAH ACT 2604
Director	Anglicare Community Programs	St John's Care	GPO Box 219	CANBERRA ACT 2601
		St Phillip's Anglican Church	26 Macpherson St	O'CONNOR ACT 2602
		St Vincent De Paul Family Service	PO Box 642	MAWSON ACT 2607
		Stroke Association of the ACT Inc	PO Box 220	DEAKIN WEST ACT 2600
		Supportlink	PO BOX 508	ERINDALE ACT 2903
Psychologist		Susan Dalby	5 Helman Cl, Greenleigh Estate	QUEANBEYAN NSW 2620
	Welfare Course	TAFE	PO BOX 777	COOMA NSW

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Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
				2630
		TANDEM	PO Box 3510	MANUKA ACT 2603
		Ted Noffs Foundation	GPO Box 7132	WATSON ACT 2602
		Tenants' Union ACT	PO BOX 8	CIVIC SQUARE ACT 2608
	Occupational Therapy Department	The Canberra Hospital	PO Box 11	WODEN ACT 2606
Women's Health Physiotherapist	Physiotherapy Department	The Canberra Hospital	PO Box 11	WODEN ACT 2606
Social Worker	Ward 7A, Level 7	The Canberra Hospital	PO Box 11	WODEN ACT 2606
Director of Nursing and Midwifery	Women & Children's Health	The Canberra Hospital	PO Box 11	WODEN ACT 2606
Childbirth Educator	Maternity c/o Antenatal Clinic	The Canberra Hospital	PO Box 11	WODEN ACT 2606
The Co-Ordinator	Canberra Sexual Health Centre	The Canberra Hospital	PO Box 11	WODEN ACT 2606
Social Worker	Psychiatric Services Unit	The Canberra Hospital	PO Box 11	WODEN ACT 2606
Counsellor	Canberra Sexual Health Centre	The Canberra Hospital	PO Box 11	WODEN ACT 2606
Rehabilitation Co-ordinator	Community Rehabilitation Program	The Canberra Hospital	PO Box 11	WODEN ACT 2606
	Social Work Department	The Canberra Hospital	PO Box 11	WODEN ACT 2606
	Opioid Treatment Services, D & A	The Canberra Hospital	PO Box 11	WODEN ACT 2606
Rehabilitation & Aged Care Unit	Social Work Dept, Bldg 3	The Canberra Hospital	PO Box 11	WODEN ACT 2606
	Child At Risk Assessment Unit (CARAU)	The Canberra Hospital	PO Box 11	WODEN ACT 2606
	Psychology Department	The Canberra Hospital	PO Box 11	WODEN ACT 2606
	Impact Program	The Canberra Hospital	PO Box 11	WODEN ACT 2606
Childbirth Education	Maternity Outpatients Depart	The Canberra Hospital	PO Box 11	WODEN ACT 2606
Maternity Social Worker	Social Work Department	The Canberra Hospital	PO Box 11	WODEN ACT 2606
Clinical Nurse Consultant	Psychiatric Unit	The Canberra Hospital	PO Box 11	WODEN ACT 2606
Foetal Medicine Unit		The Canberra Hospital	PO Box 11	WODEN ACT 2606
	Nutrition Department	The Canberra Hospital	PO Box 11	WODEN ACT 2606

Complete Calendar Mailout - no names: REMOVE MLAs

Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
	Psychology Department	The Canberra Hospital	PO Box 11	WODEN ACT 2606
		The Cancer Council	PO Box 143	FYSHWICK ACT 2609
Manager		The Smith Family	PO Box 212	GOULBURN NSW 2580
Coordinator	Financial Literacy Program	The Smith Family	PO Box 10500	Woden
Community Development Co-ordinator		The Tuggeranong Link of Community Houses & Centres	33 Pritchard Cres	RICHARDSON ACT 2904
	Early Childhood SOUTH	Therapy ACT	Cnr Blackwood terrace & Weingarth St	HOLDER ACT 2611
Social Worker		Therapy ACT	Cnr Blackwood Terrace & Weingarth St	HOLDER ACT 2611
		Therapy ACT	Level 2 Swanson Plaza	BELCONNEN ACT 617
		Therapy ACT	Swanson Plaza	BELCONNEN ACT 2616
	NORTHSIDE	Therapy ACT	Cnr Blackwood terrace & Weingarth St	HOLDER ACT 2611
Counsellor		Tobin Brothers	91 Crawford St	QUEANBEYAN NSW 2620
		TOORA DAY REFUGE	PO Box 7075	Watson ACT 2602
	Lesley's Place	TOORA Inc	PO Box 106	JAMISON CENTRE ACT 2614
	Heira House	TOORA Inc	PO Box 454	JAMISON CENTRE ACT 2614
	Toora House	TOORA INC	PO Box 7075	WATSON ACT 2602
	Aleta	TOORA Inc	Room 1.09, Lvl 1, Griffin Centre, Genge St	CANBERRA CITY ACT 2601
Course Co-ordinator	Tuggeranong Community Arts Association Inc	Tuggeranong Arts Centre	PO Box 1143	TUGGERANONG ACT 2901
		Tuggeranong Child & Family Centre	GPO Box 158	Canberra ACT 2601
Schools as Communities Workers	Southside	Tuggeranong Child and Family Centre	159 Anketell Street	Greenway ACT 2900
		Tuggeranong Child and	159 Anketel Street	TUGGERANONG

Complete Calendar Mailout - no names: REMOVE MLAs

Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
		Family Centre		ACT 2900
Social Worker	Integrated Health Care Program	Tuggeranong Health Centre	Cnr Anketel & Pittman Sts	TUGGERANONG ACT 2901
Co-ordinator	Heart Support Walking Programs	Tuggeranong Health Centre	Cnr Anketel & Pittman Sts	TUGGERANONG ACT 2901
Course Co-ordinator		Tuggeranong Health Centre	Cnr Anketel & Pittman Sts	TUGGERANONG ACT 2900
Women's Health Nurse		Tuggeranong Health Centre	Cnr Anketel & Pittman Sts	TUGGERANONG ACT 2901
Social Worker	Child, Youth and Women's Health Program	Tuggeranong Health Centre	Cnr Anketel & Pitman Sts	TUGGERANONG ACT 2901
Maternal & Child Health Nurse	Tuggeranong Child Health Clinic	Tuggeranong Health Centre	Cnr Anketel & Pittman Sts	TUGGERANONG ACT 2901
	Tuggeranong Mental Health Team	Tuggeranong Health Centre	Cnr Anketel & Pittman Sts	TUGGERANONG ACT 2901
Community Nurse		Tuggeranong Health Centre	Cnr Anketel & Pittman Sts	TUGGERANONG ACT 2901
		Tuggeranong Library	Cowlshaw St	TUGGERANONG ACT 2901
		Tumut Community Health Centre	PO Box 228	TUMUT NSW 2720
	Health and Counselling	University of Canberra	PO BOX 1	CANBERRA ACT 2601
	Women's Room	University of Canberra	PO BOX 1	BELCONNEN ACT 2616
	PSYCHOLOGY CLINIC	University of Canberra	Centre for Applied Psychology, Division of Health, Design & Science	CANBERRA ACT 2601
	West Belconnen	U-Turn Youth Services	PO BOX 679	BELCONNEN ACT 2616
Manager		U-Turn Youth Services (BCS)	PO BOX 679	BELCONNEN ACT 2616
		Veterans Family Counselling	PO Box 302	DEAKIN WEST ACT 2600
Coordinator		Victim Services Scheme ACT Health	ACT Health Building, Cnr Moore St & Alinga St	CANBERRA CITY ACT 2600
Counsellor		Vietnam Veterans Association of Australia (ACT)	PO BOX 1923	CANBERRA CITY ACT 2601
		VOCAL ACT	PO Box 2	NARRABUNDAH

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Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
				ACT 2604
Manager		Volunteer Home Visiting Service	PO Box 2240	QUEANBEYAN NSW 2620
	Connections	Volunteering ACT	PO Box 128	Civic Square ACT 2608
Education officer		Volunteering ACT	PO Box 128	CIVIC SQUARE ACT 2608
The Secretary		Walking For Pleasure	P O Box 1335	WODEN ACT 2606
		War Widows Guild - Canberra Chapter	PO BOX 3276	WESTON ACT 2611
		WDVCAS	274 Crawford Street	QUEANBEYAN NSW 2620
		Welfare Rights and Legal Centre	PO Box 337	CIVIC SQUARE ACT 2608
		WESNET-Women's Emergency Services Network	GPO Box 1579	CANBERRA ACT 2601
		WILPF - WOMEN'S International League for Peace and Freedom Canberra Chapter	PO BOX 934	DICKSON ACT 2602
		Winnunga Nimmitjah Aboriginal Health Service	63 Boolimba Crescent	NARRABUNDAH ACT 2604
		WIRED	Room GO3, Griffin Centre, Genge St	CANBERRA CITY ACT 2601
Family Support Worker		Woden Community Service Inc	PO BOX 35	WODEN ACT 2606
		Woden Library	Cnr Furzer & Corinna St	PHILLIP ACT 2606
Centre Manager		Woden Youth Centre Administration	PO Box 35	WODEN ACT 2606
		Women's Centre for Health Matters (WCHM)	PO Box 385	MAWSON ACT 2606
		Women's Electoral Lobby (ACT)	PO Box 191	CIVIC SQUARE ACT 2608
Health Promotion Officer	Cervical Screening, Child Youth & Women's Health Program	Women's Health Service	Cnr Moore & Alinga Sts	CANBERRA CITY ACT 2600
		Women's Health Service	Cnr Moore / Alinga Sts	CANBERRA CITY ACT 2600
		Women's Legal Centre	GPO Box 1726	CANBERRA CITY ACT 2600
Manager		Workways	PO Box 23	BRADDON ACT

Complete Calendar Mailout - no names: REMOVE MLAs

Title	Section	Organization/Service	Street/PO Box	Town, State, Postcode
				2612
		WWDACT	c/o WCHM PO Box 385	MAWSON, ACT, 2617
S.A. Counsellor		Yass Community Health Centre	Locked Bag 1000	YASS NSW 2582
Chairperson		Yass Domestic Violence Committee	PO Box 214	YASS NSW 2582
Chairperson		Yass DV Committte	Locked Bag 1000	YASS NSW 2582
Social Worker		Yass Hospital	PO Box 60	YASS NSW 2582
		Yass Mental Health	Locked Bag 1000	Yass NSW 2582
		YMCA	7/100 Maitland St	HACKETT ACT 2602
Older Adult Program Manager	PrYme Movers	YMCA Corporate Services	7/100 Maitland St	HACKETT ACT 2602
		Youth Law Centre ACT	GPO Box 512	CANBERRA ACT 2601
		Yurana Centre - Reid Campus	GPO Box 826	CANBERRA ACT 2601
	Housing Program	YWCA	PO BOX 85	MITCHELL ACT 2911
	Training & Administration	YWCA	GPO BOX 767	CANBERRA CITY ACT 2601
Executive Director		YWCA Central Office	GPO BOX 767	CANBERRA CITY ACT 2601
ENCORE Co-ordinator		YWCA Admin	GPO BOX 767	CANBERRA CITY ACT 2601
	NAVIGATE	YWCA Family Support Services	24 Scattergood Pl	SPENCE ACT 2615
		Zonta	PO BOX 2036	CANBERRA ACT 2601

Nic,

This is the complete address list for the What's on for Women Calendar.
Let me know if you need it in a different format.

Thanks,

Biljana

Biljana Petrova | Manager |
Phone 02 6205 0713 | Fax 02 6205 1077 |
Community Participation Group | Office For Women |

Beaton, Richard

From: Manikis, Nic
Sent: Tuesday, 22 October 2013 9:50 AM
To: Whitten, Meredith
Cc: Beaton, Richard
Subject: CM Talkback Follow up
Attachments: CM Talkback Follow up.docx

Meredith

For your clearance.

Thank you

nic

		o/s
		o/s

SMS/TEXT

Phone: 41	Directorate: CSD Issue: WIRC – please clarify, will the services be staffed by the same and or specialist trained staff, or are you proposing, for example for phone calls to be answered by Canberra Connect ? Action: Contact caller OUTCOME: Contacted caller by phone 25/10/2013, advised that: <i>Consultations are being undertaken with WIRC staff and with representatives from the womens sector about shaping a new model for the delivery of services to women in the ACT. It is not clear at this time if there will be any opportunities for the same staff to be involved in the new service model. However, given the nature of the function, it is unlikely that the new service model will mean that phone calls would be answered by Canberra Connect.</i>
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11

Beaton, Richard

From: Martinez, Catherine
Sent: Tuesday, 22 October 2013 12:01 PM
To: Beaton, Richard
Cc: Manikis, Nic
Subject: FW: Annual Report QTB - Women
Attachments: 20131021123840263.pdf

Importance: High

Hi Richard

How are you going these edits?

Regards

Catherine Martinez | Assembly and Cabinet Liaison Officer Phone 02 6205 0750 | Fax 02 6205 0343 Organisational Governance | Community Services Directorate | ACT Government Level 4, 11 Moore Street, Canberra City | GPO Box 158, Canberra ACT 2601 | www.act.gov.au

-----Original Message-----

From: Martinez, Catherine
Sent: Monday, 21 October 2013 1:43 PM
To: Beaton, Richard
Cc: Manikis, Nic
Subject: Annual Report QTB - Women
Importance: High

Hi Richard

Please see comments attached from D-G in relation to the Women Annual Report QTB.

Can you please also advise the status of the WiRC QTB.

Regards

Catherine Martinez | Assembly and Cabinet Liaison Officer Phone 02 6205 0750 | Fax 02 6205 0343 Organisational Governance | Community Services Directorate | ACT Government Level 4, 11 Moore Street, Canberra City | GPO Box 158, Canberra ACT 2601 | www.act.gov.au

ISSUE: Annual Report 2012-13 Office for Women

- The Office for Women includes the Women's Information and Referral Centre (WIRC). It works to enhance the status of women in the ACT; assisting in the creation of a community where women are safe, healthy, equally represented and valued for their contribution in society.
 - The WIRC administers women's return to work grants, which assist women to return to work, after an extended period out of the workforce. The Office for Women analyses the data on return to work grant recipients on a quarterly basis. The 2012-13 results are reported in Volume 2 Section F of the 2012-13 Annual Report.
 - The Office for Women have taken carriage of the implementation of the ACT Women's Plan 2010-15 and the ACT Prevention of Violence Against Women and Children Strategy 2011-17.
 - In 2013-14 the Office for Women will focus on: delivering the Violence Prevention Awards with the United Nations Women; delivering the ACT Women's Awards; continue the implementation of the ACT Prevention of Violence Against Women and Children Strategy 2011-17 and the ACT Women's Plan 2010-15; and support the participation of women, particularly disadvantaged women in the workforce.
 - In the Satisfaction Survey undertaken by the Directorate the WIRC received 52 responses to surveys provided to their clients with 84% of those 52 stating that they were satisfied with the level of service that they received.
-
- In September 2012, Directorates reported against six agreed benchmarks to track progress against the ACT Women's Plan. The Directorate reported that for all boards and committees administered by the Directorate, women comprised 50% of chair positions; 10% of deputy chair positions and 65 % of members as reported against the ACT Women's Plan. Directorates will report against the benchmarks again in September 2014.

BACKGROUND

- The Community Services Annual Report for 2012-13 was presented to the Speaker of the Legislative Assembly on 26 September 2013.

CONTACT OFFICER: Meredith Whitten
TELEPHONE: 6207 9031
AGENCY: CSD – Policy and Organisational Services

Beaton, Richard

From: Manikis, Nic
Sent: Tuesday, 22 October 2013 9:26 AM
To: Beaton, Richard
Cc: Baker, Fiona
Subject: DRAFT_13 10 21_CPGWklyBrief
Attachments: DRAFT_13 10 21_CPGWklyBrief.docx

Fiona

Thank you.

Richard can you please progress.

Cheers

nic

Closure of the Women's Information and Referral Centre

Rationale for Change

- Since its establishment in 1978, WIRC's operations have been largely confined to a central location in the city. Whilst the reporting responsibility has been through OfW, WIRC has operated somewhat independently.
- There is an emerging need to change the WIRC service model which has been operating for 35 years. This has occurred as a result of growth of the city, the limitations placed on the location of the service and need to provide an opportunity for access by all clients who are entitled to services and programs. Further we need to tailor responses that address the needs of those women who are most vulnerable in our community.
- In addition to this, the tightening fiscal environment means making better use of limited resources to deliver the core function of WIRC which is to provide information and referral services that assist disadvantaged women in the ACT.

Proposed future model

- The proposed future model is based on accessible information and referral services across the city for all women. These services should be nimble and agile and available from a range of locations across the city.
- The model requires the operational functions of WIRC be fully integrated in the OfW which is part of the Community Participation Group. The community engagement activities with women currently undertaken by WIRC and the OfW would be integrated into the broader work of the Community Participation Group. It is anticipated that this will result in a more streamlined, consistent and deeper engagement with women in our community, particularly those who are isolated and vulnerable, through increased outreach activities, among other things.

Objective

- The objective of the change is to achieve significant improvements to access to information and referral services for disadvantaged women in the ACT and to achieve required savings in 2013-14 (and into the out years).
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