

Freedom of Information Request – [REDACTED]

Documents – Schedule 2 – Lesley Daw

Folio no	Date	Document	Status	Reason for Exemption
1-2	25/09/2013	Email - Burch action items 26/10/2013 attachment	Partial release	Outside of scope
3	24/09/2013	Email - matter for Min Burch agenda 26 Sept Agenda	Not released	Outside of scope
4-8	25/09/2013	Email – Doc3 (unsigned brief)	Partial release	FOI Act, s35
9-12	27/09/2013	Email - Burch action items 26/10/2013 attachment	Partial release	Some information is outside of scope
13-14	09/10/2013	Email - WiRC all staff notice	Full release	
15-18	10/10/2013	Email - Burch action items – 2/10/2013	Partial release	Some information is outside of scope
19-20	11/10/2013	Email - Burch action items 14/10/2013 attachment	Partial release	Some information is outside of scope
21	17/10/2013	Email – CSD media issues	Full release	
22-24	17/10/2013	Email- CCN daily issues	Partial release	Some information is outside of scope
25-33	18/10/2013	Email chain - Attachments (CM Talkback and QTB)	Partial release	Copy: Refer to Schedule 5-folios 15-18
34-37	18/10/2013	Email chain - Attachments (CM Talkback and QTB)	Not released	Copy: Refer to folios 30-33
38-46	18/10/2013	Email chain and Attachments (CM Talkback and QTB)	Not released	Copy: Refer to Schedule 5-folios 15-18. Copy of folio 55
47-55	18/10/2013	Email chain and Attachments (CM Talkback and QTB)	Partial release	Copy: Refer to Schedule 5-folios 10-18.

Folio no	Date	Document	Status	Reason for Exemption
56-64	18/10/2013	Email WIRC ABC666 transcript	Not released	Copy: Refer to Schedule 5-folios 19-27
65-68	18/10/2013	Email WIRC talking points and Attachment 18.10.13	Partial release	Copy: Refer to Schedule 5-folios 28-30
69-72	18/10/2013	Email WIRC talking points and Attachment 18.10.13	Not released	Copy: Refer to Schedule 5-folios 28-31
73-76	18/10/2013	Email CSD media issues 18.10.13 and Attachment	Full release	
77-80	21/10/2013	Email Women's Information and Referral Centre and Attachment (QTB)	Partial release	Copy: Refer to Schedule 5-folios 10-12
81	21/10/2013	Email Women's' information and referral centre	Full release	
82-85	21/10/2013	Email QTB for clearance and Attachment (QTB)	Full release	
86-88	25/10/2013	Email QTB and Backgrounder Index 29-31 October 2013 and Attachment	Not released	Outside of scope
89-90	30/10/2013	Email – WIRC QTON	Partial release	Copy: Refer to folios 91-92
91-92	30/10/2013	Email– WIRC QTON	Full release	
93-95	04/11/2013	Email Burch action items 28-10-13 and Attachment	Partial release	Some information is outside of scope
96-98	04/11/2013	Email Burch action items 28-10-13 and Attachment	Partial release	Some information is outside of scope. Copy of folios 93-94
99-101	04/11/2013	Email Burch action items 28-10-13 and Attachment	Partial release	Some information is outside of scope
102-105	06/11/2013	Email – Savings dot points for Annual Reports and Attachment	Partial release	Some information is outside of scope
106-108	06/11/2013	Email – Savings dot points for Annual Reports and Attachment	Not released	Outside of scope and copy: refer to folios 102-103

Folio no	Date	Document	Status	Reason for Exemption
109-111	06/11/2013	Email – Savings dot points for Annual Reports and Attachment	Partial release	copy: refer to folios 102-103
112-114	07/11/2013	Email – Savings dot points for Annual Reports and Attachment	Partial release	copy: refer to folios 102-103
115-116	07/11/2013	Email – Document 1 and Attachment	Full release	
117-118	07/11/2013	Email – Document 1 and Attachment	Partial release	Copy: refer to folio 115
119-121	07/11/2013	Email – Savings dot points for Annual Reports and Attachment	Partial release	Copy: refer to folios 102-103
122-123	12/11/2013	Email Annual report hearings and Attachment	Full release	
124-129	14/11/2013	Email QTB and backgrounder Index – November 2013 and Attachments	Not released	Outside of scope
130-131	19/11/2013	Email- Canberra Times Question	Full release	
132-135	19/11/2013	Email – Women’s information and Referral Centre and Attachment (QTB)	Full release	
136-137	19/11/2013	Email WIRC QTON and Attachment	Full release	
138-139	19/11/2013	Email- Canberra Times Question	Full release	
140-141	19/11/2103	Email- Canberra Times Question	Full release	
142-143	19/11/2013	Email- Canberra Times Question	Full release	
144-146	19/11/2013	Email- Canberra Times Question	Full release	
147	19/11/2013	Email- Canberra Times Question	Full release	
148-150	03/02/2014	Email - CM’s Draft QTB Index – February	Not released	Outside of scope
151-152	03/02/2014	Email - CM’s Draft QTB Index – February	Not released	Outside of scope
153-154	03/02/2014	Email - CM’s Draft QTB Index – February	Not released	Outside of scope
155	13/12/2013	Email – women’s information (all staff CSD email)	Full release	

Folio no	Date	Document	Status	Reason for Exemption
156-157	22/11/2103	Email- women's information and referral centre	Not released	Copy: Refer to Schedule 12, folios 43-44
158	13/12/2013	Email – women's information	Full release	
159	26/11/2013	Email- letter to editor	Full release	
160	26/11/2013	Email- letter to editor	Full release	
161-180	22/11/2013	Email – government initiatives for women and Attachments	Full release	
181-183	22/11/2013	Email – M- 13/2006 and Attachment	Full release	
184-186	22/11/2013	Email - 1 st Quarter Savings Report and Attachment	Exempt in full	FOI Act, s35
187-191	22/11/2013	Email – Urgent Women's information and Referral Centre and Attachment (CM QTB)	Full release	
192-193	13/12/2013	Email - WIRC Position Paper with Comment doc	Full release	
194-208	12/12/2013	Email - WIRC Position Paper with Comment doc and Attachment	Not released	Copy: refer to schedule 12, folios 132-145
209-210	12/12/2013	Email – Draft CSD message to staff on WiRC	Not released	Copy: refer to schedule 12, folios 128-129
211-213	29/11/2013	Email - WiRC	Full release	
214-215	29/11/2013	Email- WiRC	Not released	Copy: Refer to folios 211-213

Daw, Lesley

From: Howson, Natalie
Sent: Friday, 29 November 2013 10:13 PM
To: Matthews, David; Chapman, Sue
Cc: Daw, Lesley
Subject: Re: WIRC

Pls discuss
Natalie Howson
Director General
Community Services Directorate
Ph:02 62055335

On 29/11/2013, at 6:07 PM, "Matthews, David" <David.Matthews@act.gov.au> wrote:

> I thought you might want to see Susan Helyar's correspondence - we are preparing a response.

>

> -----Original Message-----

> From: Susan Helyar [mailto:director@actcoss.org.au]

> Sent: Friday, 29 November 2013 10:31 AM

> To: Chapman, Sue; Doyle, Bridie

> Subject: WIRC

>

>

> Hi Sue here is the letter we will send to the Chief Minister and Minister for women
Cheers Susan

>

>

> WOMEN'S INFORMATION AND REFERRAL CENTRE (WIRC) LOCATION AND ROLE

>

> As the peak body of the community sector, we are writing to you in response to the recent ACT Government decisions regarding the Women's information and Referral Centre (WIRC). This letter and the advocacy asks it contains represents the views of a number of organisations and individuals, including:

>

> • Beryl Women Inc.

> • Canberra Rape Crisis Centre

> • Domestic Violence Crisis Service

> • Innana Inc.

> • Toora Women Inc.

> • Women's Centre for Health Matters

> • Women's Legal Centre

> • YWCA of Canberra

> • Rianne Williams (representing current providers of WIRC programs) We see this as an opportunity to reorganise and reorient services to support vulnerable and disadvantaged women in the ACT, and we would like to work collaboratively and constructively with the government to achieve this.

>

> We believe there are three key issues to address.

>

> The most urgent issue to address is the location of WIRC post 13 December 2013, and securing a commitment to maintain existing funding levels for women-specific services.

>

> The second issue is a need to develop a service model for information, referral and response services that is appropriate and effective in meeting the needs of women in the

ACT and addressing the causes of over-representation of women in disadvantaged and vulnerable groups.

- >
- > The third matter to deal with is the development of an overall vision and framework for provision of women-specific and trauma-informed services that makes best use of funds, expertise and community linkages available in the ACT.
- >
- > The advocacy ask below proposes a way forward on each of these issues:
- >
- > 1. The ACT needs a women's safe space located in the community that can be built into a women's centre that is a hub for women-specific, trauma-informed community development, information, and supported referral. This hub would operate using a service model that is strengths-based, community located and led, outreach focused and both leverages existing expertise and expands expertise and capacity in the ACT.
- >
- > 2. The ACT Government needs to commit to:
 - > • Provide advice to the community on what problems they have identified with the current operation and model of WIRC, and the evidence and data that underpins the identification of this problem.
 - > • Current staff and financial resources for WIRC remaining available to use now and in the future to meet ongoing and growing needs of women, who are over-represented in many domains of disadvantage and vulnerability.
 - > • An independent cost-benefit analysis, using available research and evidence, of the service model of WIRC.
- > 3. There is a phased approach to implementation of changes in WIRC:
 - >
 - > Phase one: Staff in WIRC are not moved to the North building in Civic, but instead to a community-based site where the staff can co-locate with another women's specific organisation.
 - >
 - > Phase two: A collaborative approach is used to develop the service model for a women's centre via dialogue between Community Services Directorate (including the Office for Women) and relevant organisations, concerned individuals and citizens associations. The development process should be informed by current evidence regarding the current and emerging needs of women, opportunities to interconnect with existing services, clarification of the gaps in existing provision and the evidence of good practice in addressing these gaps. The outcomes from this phase should be an overarching framework for current and future provision of women specific services in the ACT and a service model for a women's centre.
 - >
 - > Phase three: Development of a plan and evaluation strategy for implementation of the agreed service model, and establishment of a joint community/government steering committee to oversee implementation and evaluation.
 - >
 - > Phase four: Development of a plan for full implementation of the framework for women-specific services in the ACT
 - >
 - >
 - >
 - > --
 - > Susan Helyar
 - > Director | ACT Council of Social Service Inc. (ACTCOSS) Justice + Equity + Social Inclusion + Reconciliation
 - > Ph: 02 6202 7200 or 0448 791987 | director@actcoss.org.au PO Box 849, Mawson ACT 2607 | Weston Community Hub, 1/6 Gritten Street, Weston ACT 2611 www.actcoss.org.au | Office ph: 02 6202 7200 | Fax: 02 6281 4192
 - >
 - > 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.

193

Daw, Lesley

From: CSD Webmaster
Sent: Friday, 13 December 2013 10:40 AM
To: Dutt, Kanchan
Cc: Daw, Lesley; Matthews, David; Manikis, Nic
Subject: RE: WIRC Position Paper with comment doc (2) (2)

Hi Kanchan

The WiRC Position paper is now on the website and live at
http://www.communityservices.act.gov.au/women/womens_information/womens-information-and-referral-centre-wirc-position-paper

Regards

Bev

Beverley Barr | Online Communications Officer Phone 02 6205 0324 | Fax 02 6205 0279 Online
Services | Community Services Directorate | ACT Government Level 8 11 Moore Street
Canberra City | GPO Box 158 Canberra ACT 2601 | [@CSD_ACT](http://www.act.gov.au) Community
Services Directorate

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

From: Dutt, Kanchan
Sent: Friday, 13 December 2013 10:13 AM
To: CSD Webmaster
Subject: RE: WIRC Position Paper with comment doc (2) (2)

Hello Bev,
Yep, good to go up now.
Cheers,
Kanchan

From: CSD Webmaster
Sent: Friday 13 December 2013 10:01
To: Dutt, Kanchan
Subject: RE: WIRC Position Paper with comment doc (2) (2)

Hi
No worries, I'll put it up in HTML. Is it approved to go live now?

Bev

From: Dutt, Kanchan
Sent: Friday, 13 December 2013 8:51 AM
To: CSD Webmaster
Subject: FW: WIRC Position Paper with comment doc (2) (2)

Hello Bev,
This is the WiRC position paper I mentioned yesterday.
Min's office asked, via Nic, for it to go up in PDF only and I explained this was not
possible but that we may be doing it in html.
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<<http://www.communityservices.act.gov.au>>
[icon_twitter]<[@CSD_ACT](https://twitter.com/CSD_ACT)><https://twitter.com/CSD_ACT> [fbook]
<<http://www.facebook.com/pages/Community-Services-Directorate/206453312698285>> Community
Services Directorate<<http://www.facebook.com/pages/Community-Services-Directorate/206453312698285>>

From: Matthews, David
Sent: Thursday, 12 December 2013 5:40 PM
To: Abramovic, Michelle
Cc: Dutt, Kanchan; Manikis, Nic; Daw, Lesley
Subject: FW: WIRC Position Paper with comment doc (2) (2)

Michelle,

This is the final version approved by the Minister's office.

Can you place on the CSD internet site as early as possible on Friday and send me the link once it is live.

Let me know if you need any further information.

Regards

David Matthews

From: Harris, Marilyn
Sent: Thursday, 12 December 2013 4:50 PM
To: Matthews, David
Subject: FW: WIRC Position Paper with comment doc (2) (2)

Hi David

Updated version for your approval.

Thanks

Marilyn

Daw, Lesley

From: Martinez, Catherine
Sent: Friday, 22 November 2013 10:28 AM
To: Daw, Lesley
Subject: Urgent: WIRC QTB
Attachments: CM_Womens Information and Referral Centre.docx
Importance: High

Hi Lesley

Please see QTB for urgent clearance to Chief Minister.

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

Question Time Brief

Women's Information and Referral Services – Chief Minister

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 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 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).

- 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.
-

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

Daw, Lesley

From: Manikis, Nic
Sent: Friday, 22 November 2013 4:36 PM
To: Daw, Lesley; Callen, Michelle
Subject: M-13 2006-002 BRIEF
Attachments: M-13 2006-002 BRIEF.docx

Lesley/Michelle

Here is the brief. Jackie is trimming and sending thorough the prper channels.

Cheers

nic.



Date 22 November 2013

To Chief Minister
▪ Director-General
▪ Deputy Director-General
▪ Executive Director Policy and Organisational Services

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 WEL (Rhian Williams and Ms Emma Davidson, WEL National Secretary) on Monday, 25 November 2013.

Sensitivities

The WEL 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, the previously provided services and programs are not being closed and will be, where possible, outreached into other appropriate community facilities in the regional areas of Canberra.

Purpose

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

Background/Issues

The WEL has alleged that the ACT Government is executing a broad agenda for dispensing with specific women's services.

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.

The WIRC was established in 1978 as a CBD shopfront to provide information on women's agenda issues:

Since September 2013, the Community Services Directorate (CSD) has been exploring a new service model for the previously provided services and programs. To date the process has included:

- public announcement that the WIRC shopfront service delivery model will change by the end of 2013 with services and programs continued to be delivered in other ways;
- consultation with WIRC staff and provision of supports for changes to their roles in CSD;
- consultation with key stakeholders to identify actions for shaping and transitioning a new service delivery model; and
- long term gender responsive service design and delivery.

The ACT Government is committed to improving women's services. These changes are about 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. Other options for additional locations in the city are being explored. The *Theo Notaras Multicultural Centre* space will be more secure than the previous WIRC location which accommodates many community groups such as the Multicultural Women's Advocacy Inc and will also accommodate the ACT Office for Women before the end of 2013.

Wide ranging discussions have been undertaken with stakeholders and relevant service providers since September 2013. For example:

- two meetings (18 and 25 October 2013) of representatives from the local women's sector have been conducted inviting proposals for a new service model; while no formal proposal has been received I am advised that representatives have had subsequent discussions led by ACTCOSS has come up with a new service delivery/advocacy model. This will be further explored in the next week.
- discussions with representatives from the Citizens Advice Bureau have been conducted with a view to that organisation coordinating the *Jul-Dec 2014 Whats On for Women* publication and potential for providing a safe drop-in space at the Bureau's offices on the ground floor of the Griffin Centre;
- discussions with Supportlink representatives have concluded that a new MOU with the Community Participation Group may need to be signed however this will depend on the model that will be agreed.
- discussions have also occurred within CSD about the suitability of the Child and Family Centres and the Gateway in ACT Housing (NDH Belconnen) becoming sites for the provision of information and advice to vulnerable women and to also serve as drop-in locations. These discussions are continuing and may involve a change in the way these facilities do business with clients.

Next Steps

Over the next two weeks consultations with representatives of the local women's sector will be continuing on a one-on-one basis as well as collectively. These consultations will be undertaken by Ms Bridie Doyle (Project Officer) and supported by Ms Veronica Wensing (Manager Office for Women).

A new service model taking into account the views of stakeholders will be finalised by mid December 2013.

In the meantime, work to adapt the *Theo Notaras Multicultural Centre* as a hub for women services and drop-in is nearing completion.

While planning is proceeding for the relocation from the existing WiRC office to the *Theo Notaras Multicultural Centre* to occur from 16 to 19 December 2013, other sites are also being prepared to take up services and programs from mid December 2013.

Consultation

Stakeholders are being consulted and asked to provide their views on a new service model.

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

180
Daw, Lesley

From: Manikis, Nic
Sent: Friday, 22 November 2013 4:44 PM
To: Chapman, Sue
Cc: Daw, Lesley; Callen, Michelle
Subject: FW: Government initiatives for Women
Attachments: 131122 Attachment A Summary of Government Women's Initiatives.doc; 131122 Attachment B 2011-12 and 2012-13 Women's Grant program Recipients.doc; 131122 Government Initiatives for Women.doc

Sue

Fiona has pulled this information together to support your meeting on Monday with WEL.

Cheers

nic

ACT Government Women's Policy and Initiatives

Background

ACT Government women specific initiatives are provided by a number of directorates, in particular by the Office for Women (OfW), Community Services Directorate (CSD) and the Division of Women, Youth and Children Community Health Program in the Health Directorate.

A summary of ACT government women's policy and initiatives is at **Attachment A**.

COMMUNITY SERVICES DIRECTORATE

Office for Women

The primary role of the OfW is to enhance the status of women and girls in the ACT within the following frameworks:

- *ACT Women's Plan 2010-2015*; and
- *ACT Prevention of Violence against Women and Children Strategy 2011-2017*.

The OfW coordinates policies and strategies to ensure a cross-government, inter-sectoral approach to addressing the issues of women and girls in the ACT. OfW aims to support and encourage the full participation and contribution of all women and girls in every aspect of the community through a range of activities, events and grants and scholarships programs.

OfW also provides secretariat support to the ACT Ministerial Advisory Council on Women (MACW) and provides comment on Cabinet Submissions and ACT Government Board and Committee appointments.

COAG Select Council on Women's Issues

The ACT Minister for Women is a member of the COAG Select Council on Women's Issues, a ministerial forum, reporting to COAG, for member Governments to work to:

- implement the *National Plan to Reduce Violence against Women and their Children 2010-2022* (National Plan);
- develop and recommend a national framework for gender equality; and
- develop a national approach to promote the leadership of Aboriginal and Torres Strait Islander women;
- progress shared objectives with the Standing Council on Community & Disability Services (SCCDS) including reducing domestic and family violence, child abuse and neglect, through joint work under the *National Framework to Protect Australia's Children 2009-2020* and the *National Plan to Reduce Violence against Women and their Children 2010-2022*;
- develop a National Strategy to Media Engagement Develop for better media engagement on how women's issues are promoted and domestic, family violence and sexual assault are reported;
- develop a National Strategy to address Female Genital Mutilation (FGM) in cooperation/ support of current actions by the Health led FGM Taskforce; and
- explore opportunities for jurisdictions to work together on expanding primary prevention activities to drive the attitudinal change needed to reduce violence against women and their children.

National Plan to Reduce Violence against Women and their Children

OoW works with other jurisdictions to progress the implementation of the National Plan through representation on the National Plan Officials Panel and the National Plan Implementation Panel (comprising both Government and non-government representatives).

ACT Women's Plan 2010-2015

The ACT Government is strongly committed to removing barriers so women can fully participate in society. The *ACT Women's Plan 2010-2015* (the Plan) articulates the ACT Government's commitment to improving outcomes for women and girls across economic, social and environmental areas. The Plan provides a strategic framework to assist the ACT Government's work with the community and business spheres to improve the status and lives of women and girls in the ACT.

A critical focus of the Plan is to embed an understanding of the different needs of women and girls and men and boys into policy and practice, as a mechanism for improving gender equity. This supports the ACT Government's commitment to introducing gender measures and integrating gender impacts into the Triple Bottom Line (TBL) reporting across the whole ACT Government.

The Women's Plan:

- is underpinned by principles that align with *the Sex Discrimination Act 1984*, *the ACT Human Rights Act 2004* and *ACT Discrimination Act 1991*;
- links to *The Canberra Plan*, which promotes Canberra as an inclusive, creative and sustainable centre of economic growth and innovation;
- details strategic outcomes, objectives, priority areas and indicators of progress against the economic, social and environmental aspects of life; and
- includes a reporting framework for undertaking actions that will lead to enhanced data on women and girls.

An Inter-directorate Committee (IDC) comprising senior executives from ACT Government Directorates and the Chair of MACW was established to guide and oversee the implementation of the Plan. In October 2013, Minister Burch agreed the MACW recommendation that this IDC's role be broadened "*from tracking progress against the Women's Plan to providing advice on priorities and actions to achieve the objectives of the Plan and following up on those priorities and actions through its directorates.*"

Agreed benchmarks to measure progress of the Women's Plan

The IDC has worked with the OoW to establish six initial benchmarks to measure progress of the Plan. In July 2011, all ACT Government Directorates agreed to report against the benchmarks in September 2012 and again in September 2014.

The six benchmarks are:

1. Workforce Gender Pay Gap
2. Gender balance of ACT Government Boards and Committees
3. Women's Safety Audits at ACT Government events and planning
4. Women and girls' educational enrolments in non-traditional areas
5. Health Customer Survey Data
6. Women's participation in consultation and community engagement

Progress Reports against the ACT Women's Plan

In September 2013, the OoW published the first of two progress reports against the Women's Plan using data provided by ACT Government Directorates and external sources.

177

The first progress report provided enhanced sex disaggregated data to build a clearer picture of ACT women and girl's progress towards equity and participation. This will assist to raise awareness of how the lives of women and men differ and inform and guide future legislation, budgets, policies, programs and services that impact on ACT women and girls.

Gender Measures

Enhanced Sex Disaggregated Data

During the development of the Plan gaps in sex disaggregated data collections were highlighted. Data is an important element to enable accurate analyses to demonstrate the difference between women and men, to promote gender equality.

In November 2013, the OFW published 'A Picture of ACT Women' which aims to raise awareness of the lives of women and girls in the ACT and how the ACT is faring compared to Australia. It covers six topics: work and financial security; health and well-being; education and training; leadership; representation and acknowledgement; safety and access to justice and community engagement.

The Publication includes a profile of ACT women and girls by providing an overview of the female population within the ACT and current trends.

Triple Bottom Line Reporting Framework

The OfW worked with the Chief Minister and Cabinet Directorate to ensure that gender impact assessment was integrated into the TBL Framework.

As the TBL Framework is implemented, the OfW will continue to work with Directorates to progressively raise awareness and build the skills and tools necessary to view government programs and policies through a 'gender lens'.

ACT Public Service Workforce Profile

In September 2010, the Commissioner for Public published the ACT Public Service Workforce Profile 2008-2009 – Supplementary Gender Analysis. Sex disaggregated data and gender analysis were enhanced and expanded in following editions.

The ACT Public Service Workforce Profile 2011-2012 shows that the Gender Pay Gap in the ACT Public Service has decrease from 3.3% at June 2010 to 3% at June 2012.

In May 2012, the National Gender Pay Gap which is based on average weekly ordinary time earnings of full-time adult employees, stood at 17.5 %. In May 2012, the ACT Gender Pay Gap which is based on average weekly ordinary time earnings of full-time adult employees, stood at 14.6 %.

Cabinet Appointments

The OfW provides comment on all Cabinet Appointments to monitor and support the ACT Government's commitment to achieve and maintain fifty percent representation of women on all ACT Government boards and committees. In 2012 women's representation on ACT Government boards and committees was 46 percent.

Annual Reporting against the Women's Plan

All ACT Government Directorate are required to report on their contributions to achieving the key priorities of the Plan in their annual reports. This information informs the Women's Plan progress reports.

Women's Safety Audits

The Women's Safety Audit Toolkit developed by the OfW assists Directorates to consider the personal safety of women when planning for and evaluating environments where women may feel vulnerable or at risk. The OfW supports ACT Directorates to undertake Women's Safety Audits for government events and planning.

ACT Prevention of Violence against Women and Children Strategy 2011-2017

The ACT Prevention of Violence against Women and Children Strategy 2011-17

Our Responsibility: Ending Violence against Women and Children (the Strategy) was launched on 22 August 2011. The Strategy is a **joint initiative** of the Community Services Directorate and the Justice and Community Safety Directorate and the first of its kind in the ACT.

The long term goals of the Strategy are consistent with the goals of the *National Plan to Reduce Violence against Women and their Children 2010-2022*.

The Strategy provides overarching principles to guide violence prevention activities across government and support the ability of key service providers (government and non-government) to offer flexible and targeted responses to women and children experiencing violence. This also includes support to men using violence to change their behaviour.

The four main aims of the Strategy are:

- women and children are safe because an anti-violence culture exists in the ACT;
- Aboriginal and Torres Strait Islander women and children are supported and safe in their communities;
- women and children's needs are met through joined up services and systems; and
- men who use violence are held accountable and supported to change their behaviour.

Governance Group

Comprising senior executives and key business and community stakeholders, the Governance Group (GG) was established to oversee the implementation of the Strategy. The GG meets quarterly, including a bi-annual meeting with a Community Expert Reference Group consisting of key community leaders in the field.

A collaborative working group has been formed between the GG and the ACT Domestic Violence Prevention Council to work on key projects including a "Partners in Prevention" function targeting industry leaders, an initial mapping of sector initiatives and other projects as identified.

Initial actions under the Strategy

- Specialist family violence awareness training for Community Services Directorate Respect, Equity and Diversity Contact Officers;
- Three lunch time information sessions for Directorate managers and staff;
- Planning for a Partners' in Prevention function – targeting industry leaders to be held in November 2012;
- Identifying potential events/sites for conducting Women's Safety Audits, including Centenary of Canberra events and university campuses;
- Funding of \$400,000 over 3.5 years to the Canberra Men's Centre for a Family Violence Prevention Program, "Working with the Man";
- Funding of Violence Prevention Resources for Tertiary Students on campus;
- Funding of a Summer of Respect Campaign;
- Sponsorship for six community members to attend the Second Word Conference on Women's Shelters in March 2012 followed by a roundtable for conference participants to share their knowledge,
- Funding of \$45,000 recovered from the proceeds of crime to the White Ribbon Foundation (ACT), Canberra Rape Crisis Centre, Domestic Violence Prevention Council and the Women's Centre for Health Matters to support their work protecting women against violence; and

- Funding thorough the 2011-12 ACT Women's Grants Program for the following initiatives:
 - Specialist family violence awareness training for CSD Respect, Equity and Diversity Contact Officers;
 - Partners' in Prevention function at the National Press Club, held on 26 November 2012;
 - Women's Safety Assessments, including at Centenary of Canberra events and university campuses;
 - Funding a Family Violence Prevention Program, 'Working with the Man' managed by Canberra Men's Centre;
 - Funding of Violence Prevention Resources for Tertiary Students on campus;
 - The Summer of Respect Campaign;
 - Sexual Assault Reform Program including legislative reforms;
 - ACT Women's Grants for project that prevent violence against women; and
 - ACT Partners in Prevention Awards – Inaugural Awards to be held on 10 December 2013. Awards to recognise outstanding groups, projects or activities in a range of settings that work to prevent violence against women or which support women who have experienced violence.

Future Directions

- Completion of Foundation Project and work to write the Phase Two Implementation Plan 2014-2017.
- Attention to be placed on:
 - Needs of Culturally and Linguistically Diverse Communities, and
 - Aboriginal and Torres Strait Islander people.

Funding and sponsorship initiatives relevant to the Strategy

- 2012-2013 ACT Women's Grants
 - Women's Centre for Health Matters received funding for a project that aims to highlight the importance of accurate and appropriate reporting of violence against women and children in the media in the ACT.
 - Canberra Rape Crisis Centre received funding for the Summer of Respect 2013-2014 Campaign to develop an audio-visual online media campaign to create awareness of and encourage conversation about sexual violence.
 - Domestic Violence Crisis Service received funding to research and identify gaps in current supports available to women subjected to violence who choose to remain in the home post crisis.
 - YWCA of Canberra received funding to develop new, updated and improved respectful relationship resources for young people that will be used by the YWCA of Canberra in its respectful relationships work.
- 2012-13 Audrey Fagan Community Engagement Grants
 - Women's Centre for Health Matters received funding to enhance the personal safety of women in the ACT by strengthening the capacity of decision makers and planners to further expand the use of women's safety assessments for ACT Government funded public events and to environmental design in urban planning.

Women's Information and Referral Functions

- information and referral service to women on a range of issues in a supportive and confidential environment;
- personal and professional development courses;
- support groups;
- Directory of Women's Services; and
- a bi-annual calendar - *What's on for Women in the ACT*, are available on the Women ACT website at www.women.act.gov.au.

Grants and Scholarships for Women and Girls

The Office for Women administers a range of grants and scholarships with the overall aim of advancing gender equity in the ACT.

Grants/Scholarship	Value	2012-13
ACT Women's Grants	\$130,000 pa	Opened: 8 March 2013 Closed: 22 April 2013 No of applications: 23 Total value of applications: \$336,572 Number of applications funded: 12
ACT Director Scholarship Program	\$20,000 pa	In 2012-13, the Audrey Fagan Women's Leadership Program was established (incorporating the current Director's Scholarship Program funding of \$15,000 per annum and \$5,000 additional funding from the Post Graduate Scholarship funds). The workshops will be held in June, July and August 2013. • Complimentary Corporate Governance Session • Two In-Boardroom Programs : • Governance in the Boardroom; and • Finances in the Boardroom.
Audrey Fagan Post Graduate	\$20,000 pa Paid in instalments of \$5,000	NO LONGER OFFERED
Audrey Fagan Young Women's Enrichment Grants	\$10,000 pa	2013-14 Round Opens: 16 September 2013 Closes: 25 October 2013
ACT Government Audrey Fagan Churchill Fellowship	\$30,000 Available alternative years	Opened: 1 November 2012 Closed: 29 February 2013 No of applications: 1 (Recommended by Churchill Trust) Number of applications funded: 1
ACT Return to Work Grants	\$160,000	Opened: All year No of grants available: 160 Number grants approved: 158 (at 30 June 2013) Cumulative total: 658 (at 31 May 2013)
ACT Micro Credit Program	Program established in March 2010. 41 loans have been approved. The final funding payment was made in February 2013.	

Details of the ACT Women's Grant program 2011-2012 and 2012-13 recipients are provided at **Attachment B**.

ACT Women's Micro-credit Program

The ACT Women's Micro-credit Program, Brilliant Ideas administered by Lighthouse Business Innovation Centre was launched in March 2010 and provides ACT women on low incomes with access to interest-free loans of up to \$3,000 to help them establish or further develop a business. Forty-one women have benefitted from interest-free loans since the commencement of the program.

Ministerial Advisory Council on Women

The MACW provides strategic advice to the ACT Government on issues affecting women in the ACT and provides a link between the Minister for Women and women in the ACT community.

The work of the MACW also reflects the objectives of the *ACT Women's Plan* and monitors the progress of achievements towards these objectives through consultation with women in the community and relevant organisations.

International Women's Day

International Women's Day (IWD) is observed on 8 March each year and is a global day celebrating the economic, political and social achievements of women.

Each year a number of IWD events are held in Canberra to inspire and celebrate the achievements of women and girls in our community.

ACT Women's Register

The ACT Women's Register is a database containing information provided by women who have indicated an interest in being nominated for appointment to ACT Government and non-government boards and committees. This database is a way of matching women who have relevant skills and expertise with board and committee vacancies.

Disability ACT

Women with Disabilities ACT

Disability ACT funds Women with Disabilities ACT Inc to provide systemic advocacy for women with disabilities.

Housing ACT

Crisis and Transitional Accommodation and Outreach Services for Women

Housing ACT funds crisis, transitional accommodation and outreach services for women including:

- Karinya House for Mothers and Babies (accommodation and outreach),
- Toora Women Inc (accommodation, outreach, and a day refuge),
- Beryl Women Inc (accommodation and outreach),
- Canberra Rape Crisis Centre (outreach and on site counselling), funding is also provided through the Community Services Program is to provide a sexual assault crisis intervention, counselling and education services for adult women, children and young people who have experienced, been affected by, or at risk of sexual violence.
- Domestic Violence Crisis Service (outreach, court support etc),
- Doris Women's Refuge (accommodation and outreach), and
- Inanna Inc (accommodation and outreach).

Crisis accommodation for Women

Housing ACT funds a service system of crisis accommodation support and brokerage for

emergency accommodation for women who are homeless and who are fleeing domestic violence.

Working under a Memorandum of Understanding with ACT Policing, the Domestic Violence Crisis Service (DVCS) and the Canberra Rape Crisis Service are funded to provide a 24 hour 7day crisis response to all domestic violence and sexual assault incidents in the ACT. DVCS also provides court support and advocacy in addition to education programs for women. DVCS also provides a Young Peoples' Outreach Program for children who have experienced domestic and family violence.

Domestic Violence Christmas Program

Housing ACT provides additional responses to domestic violence for a six week period over Christmas and New Years through the Domestic Violence Christmas Program. This program provides support and crisis accommodation for vulnerable women and children.

In 2011-12, the program supported women and children who were escaping domestic violence and had immediate fear for their safety and / or the safety of their children.

The program utilised seven serviced apartments/cabins and one Innanna property (Zara House). Coordination and direct referral into the program was provided by DVCS.

The program also provided an alternative accommodation option to house a male who may have been violent, to allow the family subjected to the violence to stay in their own home.

Over the 2011-12 Christmas/New Year period the Domestic Violence Christmas Program provided accommodation and support to 18 adults and 13 children (including one male) for a total of 153 bed nights over the six week period.

Domestic Violence Policy Manual

Housing ACT has issued a Domestic Violence Policy Manual which outlines the commitments and principles that inform the work of Housing ACT, including security upgrades on houses, transfers and prioritising applications for women and children escaping domestic violence.

Security Modifications of Properties

Housing ACT continues to work under the Memorandum of Understanding with DVCS when security modifications to a dwelling are required. This enables those who have experienced domestic violence, primarily women and children, to remain in their home. Modifications include: lockable security screens, window locks and crimsafe on ground floor windows, view holes to front door, sensor lighting, and landscaping for improved security.

Women Exiting Corrections Program

Housing ACT funds the Women Exiting Corrections Program, known as "Coming Home". The program has been operational since March 2011 and is managed by an alliance of Toora Women Inc, Beryl Women Inc. and Canberra Rape Crisis Centre. "Coming Home", provides five supported accommodation places and outreach support to up to 15 women exiting the Alexander Maconochie Centre and other criminal justice programs.

HEALTH DIRECTORATE

Improving Women's Access to Health Care Services and Information 2010-2015

The Strategic Framework: *Improving women's access to health care services and information* informs the directions for the delivery of health services to women of the ACT up to 2015.

The primary purpose of the Framework is to improve the health outcomes of women in the ACT by presenting a plan that health service planners and providers can utilise to improve and facilitate women's access to health care services and information. Therefore a number of high level objectives have been identified. They are:

- Incorporating gender mainstreaming across service delivery areas where appropriate supported by workforce development initiatives, evidence based research and the use of emerging technology.
- Ensuring that policies, guidelines, models of care and strategies are implemented to improve the delivery of health services to women.
- Forming effective and collaborative partnerships between ACT Health and women, other government directorates, non government organisations, General Practitioners and private health service providers to flag and address gaps in service delivery to women.
- Facilitating timely access to the care required by women across the continuum of care, from hospital to community based settings.
- Improving and integrating the coordination and roll out of health promotion, illness prevention, early intervention and health maintenance initiatives to women using a social determinants of health framework.

Health Services for Women

Continuity of Midwifery Care

- **Canberra Midwifery Program at the Centenary Hospital for Women and Children**
The Program aims to create an environment that fosters the normal process of childbirth, is responsive to the needs of women and their babies and promotes healthy birthing experiences.
- **Canberra Midwifery Program at Calvary Hospital**
The ACT Budget 2012-13 included funding for the expansion of the Community Midwifery Program to Calvary Hospital (Northside) so woman across the ACT have access to midwifery continuity of care.
- **CatCH**
The CatCH Program provides continuity of care for Canberra women including those who may have an obstetric/medical complication. CatCH women will birth in Delivery Suite and their care by a 'known' midwife will include:
 - Pregnancy Care Visits – from initial booking at 12 – 16 weeks and throughout pregnancy.
 - Labour and Birth Care
 - Postnatal care both in hospital and at home

Aboriginal Midwifery Access Program

The Aboriginal Midwifery Access Program is funded by ACT Health and delivered by Winnunga Nimmityjah Aboriginal Health Service. The program provides pre-and post-natal support and intervention to Aboriginal and Torres Strait Islander mothers and their babies through outreach clinical and non-clinical assessments at home, referral to and support in accessing mainstream and specialist services and the provision of information on mainstream services.

Maternal and Child Health (MACH) Services

The Child, Youth and Women's Health Program offers maternal and child health services and wellness support for families with newborn babies and young families. Services include home visits, drop-in clinics, groups, and phone contact. Child Health Clinics provide information on baby and child health and development, nutrition and feeding, sleep issues, parenting, child safety, behavioural issues, peri-natal depression / anxiety.

QE II Family Centre

The QEII Family Centre provides a residential program for families with young children (0-3 years) experiencing difficulties in the postnatal and early childhood periods.

Women's Health Service

The Women's Health Service offers counselling and health services to women. Priority is given to women who experience significant barriers to health service access, including, but not limited to, the impact of violence, social or economic disadvantage, disability, language, culture, sexuality or isolation.

Well Women's Clinics

Clinics have been established at Belconnen, Civic and Tuggeranong to offer free information on issues relating to menstrual cycles, menopause, sexuality, relationships and pregnancy. The clinics also offer early detection services such as pap smears, breast checks and blood pressure checks.

Screening Services

Breast and cervical cancer screening programs are currently available for ACT women. The ACT BreastScreen service offers screening mammography service free to all eligible women aged 40 years and older in the ACT. However, the program specifically targets women aged 50 to 69 years.

The Cervical Screening Program has the responsibility of managing and maintaining the Cervical Cytology Register and promoting the benefits of having a pap smear to all women.

IMPACT Program

The IMPACT Program provides coordination of care to clients of ACT Mental Health and/or those on Opioid Replacement Therapy who are pregnant or have children less than two years old who:

- have a constellation of risk factors that increase the likelihood of reducing their child's safety and wellbeing; and / or
- require additional assistance to access, negotiate, mobilize and maintain involvement with services.

Substance Use in Pregnancy Support (SUPS) Clinic

The SUPS Clinic is situated in the ambulatory Antenatal Care at the Canberra Hospital. The clinic supports pregnant substance using women and their families. The clinic:

- Provides continuity of antenatal care by a midwife supported by a designated obstetrician
- Accepts referrals from other agencies including those from interstate
- Provides holistic multidisciplinary service by arranging referral to other agencies including IMPACT

Step Ahead Program

The Step Ahead Program provides continuity of midwifery antenatal care and education to pregnant women who are 21 years and under. The program is situated in the Antenatal Care at the Canberra Hospital.

The SUPS and Step Ahead programs are also able to provide other outreach services as needed. The Step Ahead Program provides a holistic multidisciplinary service by arranging continuity of antenatal care to the following groups of marginalised women including:

- Culturally and linguistically diverse women including recently arrived refugees
- Women with diagnosed mental health issues
- Women who require extra social support

Immunisation Programs for Girls

Human Papillomavirus (Gardasil) vaccine is offered to female year 7 students.

Current/new Initiatives

- Centenary Hospital for Women and Children
- Maternal and Child Health nursing partnership with Canberra College Cares
- Family Violence Policy
- *Having a baby in the ACT* website. A one-stop information hub for prospective parents.

Funded Women's Health Services

- Women's Centre for Health Matters
- Australian Breastfeeding Association

EDUCATION AND TRAINING DIRECTORATE

Tradeswomen in Building and Construction Campaign

The ACT Building and Construction Industry Training Fund Authority encourages the entry of women into the industry through the Tradeswomen in Building and Construction Campaign and associated events and activities and financial incentives to employers with female apprentices in non-traditional vocations. The Campaign was developed to increase the awareness and participation rates of females in apprenticeships in the building and construction industry.

Canberra College Cares

The Canberra College (CCCares) in partnership with ACT Health and significant government and non-government community agencies, provides an education and support program for pregnant and parenting students in the ACT and surrounding districts.

The Program is based at the Weston Campus in an environment that enables parenting students to bring their children who are under five years of age to school with them.

CCCares offers Year 12 Certification; goal oriented learning packages, on-line learning, vocational education and employability skills within a mainstream ACT Government College context.

In November 2009, the program was recognised for its achievements as the inaugural Schools First National Impact Award winner.

Try a Trade Day

Each year the CIT hosts the Try-a-Trade event for ACT college and high school girls. Participants can experience a wide range of trades including plumbing, electrical, refrigeration and air-conditioning, automotive, panel beating, vehicle painting, and metal fabrication. This event provides participants with the opportunity to experience real projects in a range of trades.

In May 2011, 150 college and high school girls participated in the annual Girls Try-A-Trade Day hosted by the CIT.

The increasing popularity of this day is particularly heartening because getting women into trades is important to address the ongoing skill shortages in these trades.

A particular highlight was guidance from some great female role models who were also in attendance on the day including Sam Sheppard the licensed builder behind Queensland's "Buildmore Women into Building Housing Showcase".

This exciting initiative, the first of its kind in Australia, brought together a team of women ranging from architects and engineers to trades people to design and construct an environmentally friendly showcase home.

Learning Options for Women Program

This course focuses on preparation for work, building confidence and networks and updating general skills for the workplace. Preparation of a resume, selection criteria and interview techniques are also covered. The course includes a work placement.

JUSTICE AND COMMUNITY SAFETY DIRECTORATE

The ACT Government Statement on Family Violence

The Statement was launched in August 2011 together with the *ACT Prevention of against Women and Children Strategy 2011-2017*.

The Statement was prepared with the assistance of the ACT Domestic Violence Prevention Council, articulates a clear and concise message about the Government's position that everyone has a right to live their lives free from family violence in all its forms.

A young person version of the Statement, prepared in collaboration with the Children and Young People Commissioner, targets a younger audience and includes a list of services available in the event that a young person needs help because family violence has occurred.

The Crimes Legislation Amendment Bill 2012

The Bill introduced in the Legislative Assembly on 10 May 2012 will strengthen sexual offence provisions and laws for the giving of evidence in violent and/or sexual offences. Specifically the amendments will:

- facilitate the recording of evidence given by certain witnesses in sexual offence proceedings, and remove doubt in relation to the admission of this evidence in a related proceeding;
- remove any doubt in relation to the admissibility of a pre-trial recording for a witness who turns 18 years or older before the recording is admitted into evidence in the court proceeding;
- provide that the court must allow a Victim Impact Statement (VIS) to be read aloud in court where a person eligible to make a VIS wishes to do so; and
- provide that where a victim or other witness (including child witnesses, victims of sexual assault and violent offences, intellectually impaired witnesses and all witnesses in sexual and violent offence matters) is eligible to give evidence in a proceeding by audiovisual link they can read out a VIS by audiovisual link in that same proceeding.

Domestic Violence Prevention Council

The Domestic Violence Prevention Council is established under the *Domestic Violence Agencies Act 1986 (ACT)*.

The Council advises the Minister on any matters relating to domestic violence and provide advice on the objective to reducing the incidences of domestic violence offences in our community.

Corrective Services Women and Children Program

The Program provides an opportunity for eligible women to care for their babies and young children at the Alexander Maconochie Centre where it is considered to be in the best interests of the child and the security of the prison is not compromised. Caregivers may be granted approval to have their children reside with them on a full-time, part-time or short-term basis.

Family Violence Intervention Program

The Program is a coordinated criminal justice and community response to criminal family violence matters. The coordinated inter-agency response was recommended by the ACT Community Law Reform Committee in 1995 commenced in May 1998.

The Family Violence Intervention Program is the only fully integrated community and criminal justice program in Australia and has been recognised by the Australian Violence Prevention Awards (ACT) on 3 occasions.

Sexual Assault Reform Program (SARP)

Extensive research undertaken during 2004, led primarily by the ACT Office of the Director of Public Prosecutions and the AFP, led to the production of a comprehensive report entitled 'Responding to Sexual Assault - the challenge of change'. The report included numerous wide-ranging recommendations. Since that time the Territory Government has been progressing a range of sexual assault reforms. These include:

- legislative reform - including the *Sexual and Violent Offences Legislation Amendment Act 2008*;
- training - including hosting the SARP Forum in 2009;
- interagency collaboration - including developing a Wraparound service model; and
- infrastructure upgrades - including remote witness facilities at the courts.

Major stakeholders in these activities include the AFP, the Canberra Rape Crisis Centre, the Office of the Director of Public Prosecutions, Victims Support ACT, and the ACT Law Courts.

Funding for Women's Legal Services

Women's Legal Centre

Funding of \$666,000 was announced in the 2012-13 Budget to help the Women's Legal Centre find new and more suitable accommodation so it can continue to provide important services to the community.

Indigenous Women's Law and Justice Support Program

Additional funding for an Aboriginal Liaison Officer was provided to the Women's Legal Centre to help women to understand and access law and justice services.

ECONOMIC DEVELOPMENT DIRECTORATE

Women in Global Business

The Women in Global Business program is a joint Australian, State and Territory Government initiative. This national program aims to support more businesswomen to take their products and services to the world.

The Women in Global Business program aims to increase female participation in international trade and deliver greater economic benefit and job creation. To women in business it offers a central source of information and resources, support and connection.

CHIEF MINISTER AND CABINET DIRECTORATE

- ACT Public Service Workforce Profile - gender analysis
- Implementation of the Triple Bottom Line Reporting Framework, which integrates gender impact assessment.

Overview of ACT Government Women's Initiatives

DIRECTORATE	POLICY/PROGRAM/INITIATIVE
Community Services Directorate	
Office for Women	Intergovernmental. • COAG Select Council on Women's Issues • National Plan to Reduce Violence against Women and their Children ACT Women's Plan 2010-2015 Progress Reports against the Women's Plan (2013 and 2014) A Picture of ACT Women 2013 – sex disaggregated data publication ACT Prevention of Violence Against Women and Children Strategy 2011-2017 Prevention of Violence Against Women and Children Implementation Plan 2011-14 Women's Information and Referral Services. Women ACT Website, including Women's Services Directory <i>What's on for Women</i> bi-annual publication Grants and Scholarships for women and girls including: • ACT Government Audrey Fagan Churchill Fellowship • Audrey Fagan Post Graduate Scholarship • Audrey Fagan Young Women's Enrichment Grants • ACT Director Scholarships Program • ACT Women's Grants • ACT Women's Return to Work Grants • ACT Women's Micro-credit Program Secretariat support for the Ministerial Advisory Council on Women Secretariat support for Governance Group for the Violence Prevention strategy Secretariat support for Women's Plan Implementation Group International Women's Day and events Awards – Partners in Prevention Awards and ACT Women's Awards ACT Women's Register Try a Trade Day

Disability ACT	Funds Women with Disabilities ACT Inc to provide systemic advocacy.
Housing ACT	Funding for Crisis and Transitional Accommodation and Outreach Services for Women including: • Karinya House for Mothers and Babies (accommodation and outreach), • Toora Women Inc (accommodation, outreach, and a day refuge), • Beryl Women Inc (accommodation and outreach), • Canberra Rape Crisis Centre (outreach and on site counselling), • Domestic Violence Crisis Service (outreach, court support etc), • Doris Women's Refuge (accommodation and outreach), • Inanna Inc (accommodation and outreach, <i>includes services for men</i>) Crisis accommodation for women who are homeless and for women who are fleeing domestic violence Domestic Violence Christmas Program Domestic Violence Policy Manual Security Modifications of Properties Women Exiting Corrections Program
Health Directorate	<i>Improving Women's Access to Health Care Services and Information 2010-2015</i> Health Services for women including: • Continuity of Midwifery Care including: ○ Canberra Midwifery Program at the Centenary Hospital for Women and Children ○ Canberra Midwifery Program at Calvary Hospital ○ CatCH • Aboriginal Midwifery Access Program • Maternal and Child Health Services • QE II Family Centre • Women's Health Service • Well Women's Clinics • Breast and cervical cancer screening programs • IMPACT Program • Substance Use in Pregnancy Support Clinic • Step Ahead Program • Immunisation Programs for Girls

	Current/New Initiatives • Centenary Hospital for Women and Children • Maternal and Child health nursing partnership with Canberra College Cares • Family Violence Policy • <i>Having a baby in the ACT</i> website Funding for Women's Health Services including: • Women's Centre for Health Matters • Australian Breastfeeding Association
Education and Training Directorate	
	Tradeswomen in Building and Construction Campaign (through the Building and Construction Authority) Canberra College Cares Learning Options for Women Program
Justice and Community Safety Directorate	
	<i>Whole of Government Statement on Family Violence</i> <i>The Crime Legislation Amendment Bill 2012</i> Domestic Violence Prevention Council Corrective Services Women and Children Program Family Violence Intervention Program Sexual Assault Reform Program Funding for Women's Legal Services including: • Women's Legal Centre for accommodation • Indigenous Women's Law and Justice Support Program
Economic Development Directorate	
	Women in Global Business
Chief Minister and Cabinet Directorate	
	ACT Public Service Workforce Profile - gender analysis Implementation of the Triple Bottom Line Reporting Framework, which integrates gender impact assessment.

ATTACHMENT B

ACT Women's Grants 2012-2013

A total of \$130,000 was funding is available in the 2012-13 financial year for community organisations to undertake activities that improve the status of women. Up to \$5,000 was available for Capacity Building Projects; up to \$25,000 was available for Special Projects and up to \$15,000 for Violence Prevention projects. Twelve organisations received funding.

ACT WOMEN'S GRANTS PROGRAM - 2012-2013 RECIPIENTS

Organisation	Project
Mental Health Foundation \$5,000	The Rosy Aprons Project - this project aims to provide an opportunity to ACT women with a mental illness to develop cooking skills, entrepreneurship and social engagement in the community.
National Association for Women in Construction \$5,000	NAWIC ACT Mentoring Program - This project will establish a mentoring program to support women currently in or looking to enter the construction and building industry in the ACT.
Women and Prison Group \$5,000	Supporting WAP Volunteers -this project aims to provide a 12 month pilot of external professional supervision for the Women and Prison group volunteers who provide peer support to women in and those exiting Alexander Maconchie Centre.
Toora Women \$5,000	Mothers: 100 Celebrations - this project will join with the Centenary of Canberra in recognising and celebrating the achievements of mothers in Canberra
Women With Disabilities ACT \$5,000	Circus Celebration Day - this project proposes an innovative way of engaging women with disability in learning new skills traditionally acquired by non-disabled women.
ACT Shelter \$20,000	Older Women and Homelessness: Strengthening the ACT Response -this project will undertake gendered research to identify strengths gaps and ways to improve the response to the housing and support requirements of older women.
Women's Centre for Health Matters \$24,580	Financial Literacy for ACT Women -this project aims to support older women and women experiencing disadvantage to access targeted, basic, financial information that is appropriate and relevant to their needs. This project will complement the Audrey Fagan Financial Literacy one-off funding
Women's Legal Centre \$10,000	Talking Turkey: A guide for Lesbian Mothers, Gay Fathers and Sperm Donors -the project will produce a publication on the legal rights and responsibilities of the parties involved in insemination, surrogacy and co-parenting arrangements - particularly relevant for lesbian mothers.
YWCA of Canberra \$10,420	Relationship Things - this project is to better equip young women and men with the skills to develop and maintain safe and respectful relationships, with the ultimate goal of preventing violence against women.
Women's Centre for Health Matter \$14,000	Supporting the Media in the ACT with tools to encourage respectful reporting of violence against women and children -this project aims to improve community awareness of and conversations about violence against women and children to develop supporting tools for ACT media that highlights the importance of accurate and appropriate reporting of violence against women and children in the ACT.
Domestic Violence Crisis Service \$14,000	Staying Home after Domestic Violence -the project aims to identify gaps in current supports available to women subjected to violence who choose to remain in the home post crisis.
Canberra Rape Crisis Centre \$12,000	Summer of Respect 2013-2014 Campaign: Audio-visual online media campaign - this project aims to promote the Summer of Respect campaign and create awareness of and encourage conversation about sexual violence
Total \$130,000	

ATTACHMENT B

ACT Women's Grants 2011-2012

A total of \$100,000 was funding is available in the 2011-12 financial year for community organisations to undertake activities that improve the status of women. Up to \$5,000 was available for Capacity Building Projects and up to \$25,000 was available for Special Projects. Thirteen organisations received funding.

ACT WOMEN'S GRANTS PROGRAM - 2011-2012 RECIPIENTS

Organisation and Project Title	Funding Amount and Project Description
Nican - inclusive recreation for Australians of all abilities \$5,000	"Know Before You Go - supporting social participation for ACT Women with Disabilities"- this project aims to develop the capacity of ACT women with disabilities and organisations which work with women to become more confident and inclusive.
WIREDDD (auspiced by Toora Women Inc.) "Women's Wellbeing Groups" \$4,000	"Women's Wellbeing Groups" this project aims to improve the capacity of Women's and Information Resources Education on Drugs and Dependency (WIREDDD) by enabling women with children to participate in Social Inclusion Activities.
Companion House \$4,000	"Singing our Culture" this project aims to improve the capacity of Sudanese community by providing an opportunity for Sudanese women in the West Belconnen community to harness their leadership potential and produce a work of cultural significance.
No Sweat Fashions Limited \$5,000	"Social Return on Investment (SROI) Benchmarking Study" - this project aims to improve the capacity of No Sweat Fashions Limited to evaluate and manage activities by creating the foundation for a Social Return on Investment analysis and an ongoing measurement and evaluation framework.
Women's Legal Centre ACT & Region Inc. \$4,000	"Canberra Nannies Group" this project aims to provide a safe and supportive environment for the nannies Group to gather on a regular basis to discuss issues and concerns about matters in their community.
Basketball ACT \$3,000	"Come and Try-Come and Help" this project aims to improve the capacity of Basketball ACT by increasing of women's participation, developing their skills and building their leadership capacity.
Mental Health Foundation (ACT) Inc \$5,000	"Women Sew Together" this project aims to increase the capacity of the Mental Health Foundation (ACT) Inc. to support women in their recovery from mental illness by offering free sewing tuition and support to make, showcase and market their work.
Atfal Family Playgroup (auspiced by Belconnen Community Service) \$4,000	"Empowering Health and Wellbeing" this project aims to enable the Atfal Family Playgroup to support Muslim women's health and wellbeing through the provision of activities and opportunities to build relationships and social connectedness, develop leadership and decision making skills, enhance self esteem and learn new skills.

ATTACHMENT B

YWCA of Canberra \$20,000	"Respect Communicate Choose Respectful Relationship Project" this project aims to develop a targeted and structured respectful relationships program for young people in the transitional stage between childhood and adolescence (ages 8-12 years) which can be delivered in schools and other settings such as after-school care and youth groups.
Women's Services Network Inc. (WESNET) Australian National Peak Body for Domestic and Family Violence Services \$18,000	"Technology Safety Training: increasing safety for women experiencing violence" this project aims to increase the privacy, safety and health of women and girls experiencing all forms of gender-based violence by training service providers and other professionals in the ACT on technology safety issues.
ACT Women's Services Network - auspiced by Women's Centre for Health Matters (WCHM) \$12,000	"Summer of Respect: An anti-sexual violence campaign to improve community awareness" this project aims to provide an anti-violence campaign that seeks to change community values in the ACT by improving community awareness of sexual assault and violence against women and children.
ACT Women And Prisons Group (WAP) (auspiced by WCHM) \$11,600 to	"Raising the bar: awareness training about the needs of incarcerated women" this project aims to strengthen the capacity of the ACT Women and Prisons Group to develop and deliver pilot information sessions to ACT Government agencies and community service providers about the health, wellbeing, and general support needs of women with lived experience of prison.
Total \$100,000	

150

Daw, Lesley

From: Dutt, Kanchan
Sent: Tuesday, 26 November 2013 9:00 AM
To: Chapman, Sue
Cc: Matthews, David; Manikis, Nic; Callen, Michelle; Howson, Natalie; Daw, Lesley
Subject: Letter to the Editor on WiRC

Hello Sue,

Please find below the text from today's short letter in The Canberra Times. I'm wondering whether the Minister or CSD might do a letter outlining the situation?

SUPPORT FOR WOMEN

The ACT government's decision to close the Women's Information and Referral Centre seems especially disappointing on White Ribbon Day. No plans to continue their support group for women escaping violence have yet been made public.

The women of this community need reassurance that the government has their interests at heart.

Jennifer Hume, Braddon

Read more: <http://www.canberratimes.com.au/comment/ct-letters/statin-use-needs-scientific-proof-20131125-2y5zn.html#ixzz2lhHeePOb>

ENDS

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

154
Daw, Lesley

From: Dutt, Kanchan
Sent: Tuesday, 26 November 2013 12:38 PM
To: Chapman, Sue
Cc: Matthews, David; Manikis, Nic; Callen, Michelle; Howson, Natalie; Daw, Lesley
Subject: RE: Letter to the Editor on WiRC

Hello all,

Following on from this, Minister's office has asked that we only prepare a Q&A that will go on the website. I am happy to begin drafting this.

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: Dutt, Kanchan
Sent: Tuesday, 26 November 2013 9:00 AM
To: Chapman, Sue
Cc: Matthews, David; Manikis, Nic; Callen, Michelle; Howson, Natalie; Daw, Lesley
Subject: Letter to the Editor on WiRC

Hello Sue,

Please find below the text from today's short letter in The Canberra Times. I'm wondering whether the Minister or CSD might do a letter outlining the situation?

SUPPORT FOR WOMEN

The ACT government's decision to close the Women's Information and Referral Centre seems especially disappointing on White Ribbon Day. No plans to continue their support group for women escaping violence have yet been made public.

The women of this community need reassurance that the government has their interests at heart.

Jennifer Hume, Braddon

Read more: <http://www.canberratimes.com.au/comment/ct-letters/statin-use-needs-scientific-proof-20131125-2y5zn.html#ixzz2lhHeePOb>

ENDS

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

Daw, Lesley

From: Dutt, Kanchan
Sent: Friday, 13 December 2013 5:03 PM
To: Chapman, Sue
Cc: Daw, Lesley; Matthews, David; Manikis, Nic
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.

Daw, Lesley

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

Daw, Lesley

From: Dutt, Kanchan
Sent: Tuesday, 19 November 2013 5:28 PM
To: Chapman, Sue; Matthews, David; Manikis, Nic
Cc: Howson, Natalie; Daw, Lesley; Callen, Michelle; Beaton, Richard
Subject: FW: CT response

Importance: High

Hello all,
 This is the final cleared response to the Canberra Times WiRC questions, to be attributed to the Directorate.
 Cheers,
 Kanchan

From: Springett, Emily
Sent: Tuesday 19 November 2013 17:23
To: Dutt, Kanchan
Subject: CT response

larissa.nicholson@fairfaxmedia.com.au<<mailto:larissa.nicholson@fairfaxmedia.com.au>>

Just advise her you were asked to respond? Rather than office?

You can quote a spokesman of the Community Services Directorate

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.

Daw, Lesley

From: Dutt, Kanchan
Sent: Tuesday, 19 November 2013 4:53 PM
To: Chapman, Sue; Matthews, David
Cc: Daw, Lesley; Callen, Michelle
Subject: RE: Canberra Times Questions

Hello all,

Will send through this final version, cleared by Sue, to Min's Office:

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

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: Dutt, Kanchan
Sent: Tuesday, 19 November 2013 4:44 PM
To: Chapman, Sue; Matthews, David
Cc: Daw, Lesley; Callen, Michelle
Subject: RE: Canberra Times Questions

Hello,

Please find draft response below:

The changes to the Women's Information and Referral Centre are about providing better outreach to so that women 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 and in a more effective way.

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 in the region of 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 and again 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 at the Women's Information and Referral Centre.

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.

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: 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

Download The Canberra Times iPad App. It's free for a limited time

The information contained in this e-mail message and any accompanying files is or may be confidential. If you are not the intended recipient, any use, dissemination, reliance, forwarding, printing or copying of this e-mail or any attached files is unauthorised. This e-mail is subject to copyright. No part of it should be reproduced, adapted or communicated without the written consent of the copyright owner. If you have received this e-mail in error please advise the sender immediately by return e-mail or telephone and delete all copies. Fairfax Media does not guarantee the accuracy or completeness of any information contained in this e-mail or attached files. Internet communications are not secure, therefore Fairfax Media does not accept legal responsibility for the contents of this message or attached files.

Daw, Lesley

From: Dutt, Kanchan
Sent: Tuesday, 19 November 2013 4:44 PM
To: Chapman, Sue; Matthews, David
Cc: Daw, Lesley; Callen, Michelle
Subject: RE: Canberra Times Questions

Hello,
 Please find draft response below:

The changes to the Women's Information and Referral Centre are about providing better outreach to so that women 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 and in a more effective way.

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 in the region of 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 and again 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 at the Women's Information and Referral Centre.

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.

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: 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

Download The Canberra Times iPad App. It's free for a limited time

The information contained in this e-mail message and any accompanying files is or may be confidential. If you are not the intended recipient, any use, dissemination, reliance, forwarding, printing or copying of this e-mail or any attached files is unauthorised. This e-mail is subject to copyright. No part of it should be reproduced, adapted or communicated without the written consent of the copyright owner. If you have received this e-mail in error please advise the sender immediately by return e-mail or telephone and delete all copies. Fairfax Media does not guarantee the accuracy or completeness of any information contained in this e-mail or attached files. Internet communications are not secure, therefore Fairfax Media does not accept legal responsibility for the contents of this message or attached files.

Daw, Lesley

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

[Download The Canberra Times iPad App. It's free for a limited time](#)

The information contained in this e-mail message and any accompanying files is or may be confidential. If you are not the intended recipient, any use, dissemination, reliance, forwarding, printing or copying of this e-mail or any attached files is unauthorised. This e-mail is subject to copyright. No part of it should be reproduced, adapted or communicated without the written consent of the copyright owner. If you have received this e-mail in error please advise the sender immediately by return e-mail or telephone and delete all copies. Fairfax Media does not guarantee the accuracy or completeness of any information contained in this e-mail or attached files. Internet communications are not secure, therefore Fairfax Media does not accept legal responsibility for the contents of this message or attached files.

Daw, Lesley

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.

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

138

*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.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



Larissa Nicholson
canberratimes.com.au | Journalist

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

[Download The Canberra Times iPad App. It's free for a limited time](#)

The information contained in this e-mail message and any accompanying files is or may be confidential. If you are not the intended recipient, any use, dissemination, reliance, forwarding, printing or copying of this e-mail or any attached files is unauthorised. This e-mail is subject to copyright. No part of it should be reproduced, adapted or communicated without the written consent of the copyright owner. If you have received this e-mail in error please advise the sender immediately by return e-mail or telephone and delete all copies. Fairfax Media does not guarantee the accuracy or completeness of any information contained in this e-mail or attached files. Internet communications are not secure, therefore Fairfax Media does not accept legal responsibility for the contents of this message or attached files.

Daw, Lesley

From: Beaton, Richard
Sent: Tuesday, 19 November 2013 3:24 PM
To: Daw, Lesley
Subject: WIRC QTON
Attachments: QTON-13 70-001 QTON-13 70 ANSWER.DOCX

FYI QTON on WIRC.

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

MINISTER FOR WOMEN

**AUSTRALIAN CAPITAL TERRITORY
LEGISLATIVE ASSEMBLY QUESTION**

Annual Report Hearing

**STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY & SOCIAL
SERVICES**

12 November 2013

**Question Taken Without Notice
Response by Minister/Executive**

MS LAWDER asked: How many women access the Women's Information and Referral Centre services during this reporting period as a result of an ACT court mandate?

[Hearing Transcript: Health 12-11-13, P8-9 PROOF]

MINISTER BURCH: I would like to inform the Committee -

This information is not kept by the Women's Information and Referral Centre. They estimate five cases annually.

Approved for circulation to the Member and incorporation into Hansard.

Joy Burch MLA
Minister for Women

Date:.....

Daw, Lesley

From: Martinez, Catherine
Sent: Tuesday, 19 November 2013 2:50 PM
To: Callen, Michelle; Daw, Lesley
Subject: WIRC QTB
Attachments: Womens Information and Referral Centre.docx

Hi Michelle and Lesley

Minister Burch's Office is seeking clearance of the attached QTB on WIRC due to a media inquiry.

Can you please let me know once this one is ready to go.

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

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

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 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 to engage the community in developing a new model for service delivery.
- On Tuesday 22 October 2013, I sought advice from my Women's Council on their thoughts.
- I look forward 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).

- 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.
-

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

Daw, Lesley

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.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



Larissa Nicholson

canberratimes.com.au | Journalist

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

Download The Canberra Times iPad App. It's free for a limited time

The information contained in this e-mail message and any accompanying files is or may be confidential. If you are not the intended recipient, any use, dissemination, reliance, forwarding, printing or copying of this e-mail or any attached files is unauthorised. This e-mail is subject to copyright. No part of it should be reproduced, adapted or communicated without the written consent of the copyright owner. If you have received this e-mail in error please advise the sender immediately by return e-mail or telephone and delete all copies. Fairfax Media does not guarantee the accuracy or completeness of any information contained in this e-mail or attached files. Internet communications are not secure, therefore Fairfax Media does not accept legal responsibility for the contents of this message or attached files.

Daw, Lesley

From: Clinch, Jolene
Sent: Tuesday, 12 November 2013 10:47 AM
To: Callen, Michelle; Daw, Lesley
Cc: Baker, Fiona
Subject: Annual Report Hearings for Minister for Women
Attachments: 131106 18. Stay at Home Mums.docx; 131105 Budget WIRC and OFW.xlsx

Importance: High

Hi Michelle and Lesley

Would you please replace the attached updated papers in the DG and DDG folders for Minister for Women Annual Report Hearings folders. The spreadsheet is to be included under section 9.

Many thanks

Jolene

Jolene Clinch | Senior Policy Officer

Phone: 6207 8165 | Fax: 6207 0592 | Email: jolene.clinch@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



IMPORTANT NOTICE

2012-13 Budget and staffing

Office for Women/Women's Information and Referral Centre

Total Combined costs			2012-13 Budget
			\$1,508,612
- Office for Women - Employee costs - Operating expenses - Grants and Scholarship - ACT Women's Grants - Audrey Fagan Scholarship Program - Directors Scholarship Program - Return To Work Grants - Includes Micro \$10K and MWA \$30K			\$1,005,457
			\$510,682
			\$109,870
			\$384,905
			(\$100,000)
			(\$60,000)
			(\$15,000)
			(\$209,905)
- Office for Women - Return to Work Coordinator	4.2 FTE		
	0.65 FTE		
	4.75 FTE		
- Women's Information Referral Centre - Employee costs - Operating expenses - Rent -- external premises			\$503,155
			\$325,339
			\$177,846
			(\$80,500)
Women's Information Referral Centre	3.45 FTE		

Daw, Lesley

From: Daw, Lesley
Sent: Thursday, 7 November 2013 12:29 PM
To: Burns, Felicity
Subject: FW: Savings dot points for Annual Report
Attachments: Savings dot points for Annual Report.docx

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: Daw, Lesley
Sent: Wednesday, 6 November 2013 5:35 PM
To: Chester, Tracy
Subject: FW: Savings dot points for Annual Report

Given late arrival I will put in DG and DDG's folders. L

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: Hyland, Bob
Sent: Wednesday, 6 November 2013 5:19 PM
To: Daw, Lesley
Cc: Hubbard, Ian; McInnes, Sue
Subject: Savings dot points for Annual Report

Lesley

I have updated the information on the savings to be achieved by Housing ACT for 2013-14 of the \$1.007m.

Please advise if you require any further information.

Cheers

Bob

Daw, Lesley

From: Daw, Lesley
Sent: Thursday, 7 November 2013 10:12 AM
To: Dutt, Kanchan
Cc: Callen, Michelle
Subject: FW: Document1
Attachments: Doc1.doc

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: Manikis, Nic
Sent: Thursday, 7 November 2013 10:11 AM
To: Chapman, Sue
Cc: Daw, Lesley
Subject: Document1

Sue

Dot points in response to letter in The Canberra Times this morning.

Cheers

nic

Daw, Lesley

From: Manikis, Nic
Sent: Thursday, 7 November 2013 10:11 AM
To: Chapman, Sue
Cc: Daw, Lesley
Subject: Document1
Attachments: Doc1.doc

Sue

Dot points in response to letter in The Canberra Times this morning.

Cheers

nic

DOT POINTS IN RESPONSE TO LETTER IN THE CANBERRA TIMES

(Ms Elena Almassy 7 November 2013)

Ms Almassy makes the following points in her letter to the Canberra Times on 7 November 2013:

(a) Ms Almassy asserts that: -

- a. the Minister quoted 70% of staff interaction by phone or email (only) at the Women's Information and Referral Centre to justify the cut to the only womens support and resource service organisation funded by the ACT Government; and
- b. according to the 2012-13 CSD Annual Report there were the following number of enquiries at the Women's Information and Referral Centre: 5693 by telephone, 3477 by fax, post or email, 1698 drop-in visits, 380 instances of internet and library use, 398 face-to-face scheduled appointments, 729 course support group and or information session attendees.

Ms Almassy then concludes that, contrary to the Minister's quoted figures, 8898 (or 72%) women access the service in person or in real time and deal with a real person.

Ms Almassy's assertions are not correct on two counts:

- (a) the Minister's quote in the media in mid October 2013 that there was a high level of interaction other than by physical presence (70%) at the WiRC office supported the Minister's position that services should be made more accessible to women who needed them throughout the ACT, not just from one central location.

Responses to telephone or email enquiries (representing about 70% of total enquiries in 2012-2013) could be made by appropriately trained staff from any location in the Community Services Directorate or for that matter by any other appropriate organisation.

- (b) WiRC is not the only womens's support and resource service organisation funded by the ACT Government. The ACT Government (just through Community Services Directorate) funds a range of community organisations that provide services to women in the ACT including the Domestic Violence Crisis Service, Canberra Rape Crisis Centre, Lighthouse Business Innovation Centre, Multicultural Youth Service, the Multicultural Womens Advocacy, Gugan Gulwan Inc, Womens Centre for Health Matters and the YWCA of Canberra.

Daw, Lesley

From: Daw, Lesley
Sent: Thursday, 7 November 2013 7:48 AM
To: Chester, Tracy
Subject: FW: Savings dot points for Annual Report
Attachments: Savings dot points for Annual Report.docx

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: Hyland, Bob
Sent: Wednesday, 6 November 2013 5:19 PM
To: Daw, Lesley
Cc: Hubbard, Ian; McInnes, Sue
Subject: Savings dot points for Annual Report

Lesley

I have updated the information on the savings to be achieved by Housing ACT for 2013-14 of the \$1.007m.

Please advise if you require any further information.

Cheers

Bob

Daw, Lesley

From: Daw, Lesley
Sent: Wednesday, 6 November 2013 5:35 PM
To: Chester, Tracy
Subject: FW: Savings dot points for Annual Report
Attachments: Savings dot points for Annual Report.docx

Given late arrival I will put in DG and DDG's folders. L

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: Hyland, Bob
Sent: Wednesday, 6 November 2013 5:19 PM
To: Daw, Lesley
Cc: Hubbard, Ian; McInnes, Sue
Subject: Savings dot points for Annual Report

Lesley

I have updated the information on the savings to be achieved by Housing ACT for 2013-14 of the \$1.007m.

Please advise if you require any further information.

Cheers

Bob

P/R.

CSD 13-14 Savings Measures

\$

P/R.

P/R

Womens Information and Referral Centre

150,000

P/R.

P/R.

Daw, Lesley

From: Korsch, Annalise
Sent: Monday, 4 November 2013 4:05 PM
To: Howson, Natalie; Chapman, Sue; Whitten, Meredith; Nolan, Christine; Sheehan, Maureen; Daw, Lesley; Callen, Michelle
Cc: Burns, Felicity; Harvey, Georgia; Chester, Tracy
Subject: Action Items - Minister BURCH meeting - 28 October 2013
Attachments: BURCH action items 28 October 2013.docx

Good afternoon All

Please find attached the action items from the 28 October 2013 meeting with Minister Burch for your necessary follow up.

The next meeting with Minister Burch will be on Tuesday 5 November 2013.

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

MINISTER BURCH
COMMUNITY SERVICES BRIEFINGS
BRIEFING ACTIONS
CABINET IN CONFIDENCE

Women's Information and Referral Centre	Continue to monitor demand for services in context of WIRC. Additional info on DVCS	Meredith Whitten	as agreed
---	--	------------------	-----------

Daw, Lesley

From: Daw, Lesley
Sent: Monday, 4 November 2013 3:50 PM
To: Korsch, Annalise
Subject: FW: BURCH action items 28 October 2013
Attachments: BURCH action items 28 October 2013.docx

Noting I wasn't at the mtg pls distribute. L

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: Beer, Kylie
Sent: Monday, 4 November 2013 12:07 PM
To: Daw, Lesley
Subject: FW: BURCH action items 28 October 2013

Hi Lesley
For approval

Kylie

From: Beer, Kylie
Sent: Monday, 4 November 2013 11:28 AM
To: Korsch, Annalise; Chester, Tracy
Subject: BURCH action items 28 October 2013

Hiya
Lesley wasn't at the meeting last week, do they need still go to her?

Kylie

Daw, Lesley

From: Beer, Kylie
Sent: Monday, 4 November 2013 12:07 PM
To: Daw, Lesley
Subject: FW: BURCH action items 28 October 2013
Attachments: BURCH action items 28 October 2013.docx

Hi Lesley
For approval

Kylie

From: Beer, Kylie
Sent: Monday, 4 November 2013 11:28 AM
To: Korsch, Annalise; Chester, Tracy
Subject: BURCH action items 28 October 2013

Hiya
Lesley wasn't at the meeting last week, do they need still go to her?

Kylie

OR

Women

CABINET IN CONFIDENCE

MINISTER BURCH
COMMUNITY SERVICES BRIEFINGS
BRIEFING ACTIONS
CABINET IN CONFIDENCE

• Women's Information and Referral Centre	Continue to monitor demand for services in context of WIRC. Additional info on DVCS	Meredith Whitten	as agreed
---	--	------------------	-----------

CABINET IN CONFIDENCE

91

Daw, Lesley

From: Chester, Tracy
Sent: Wednesday, 30 October 2013 4:40 PM
To: Hosie, Donna
Cc: Daw, Lesley
Subject: FW: WIRC QTON

Hi Donna

Noting Lesley is away, and given our conversation, Richard is providing the below with regards to the DG query on the program.

Regards Tracy

From: Beaton, Richard
Sent: Wednesday, 30 October 2013 4:34 PM
To: Daw, Lesley
Cc: Baker, Fiona; Martinez, Catherine; Chester, Tracy
Subject: FW: WIRC QTON

Hi Lesley

Sorry there was some confusion about what the Getting back to work program was

Please see below

Hi Richard

In regard to your query the 'Getting Back to Work' was advertised in the What's On for Women Calendar – see below
Provided through the Return to Work program this series of four information sessions support women entering or reentering the workforce.

Will you provide this information to the DG's EO?

Getting Back to Work – for Women

Four consecutive facilitated information sessions conducted including: 'Getting Yourself Ready for the Workforce' – bridging the out of work gap; 'Getting the Skills for the Job' – training and work opportunities; 'Getting the Job' – career objectives and resume writing and 'Preparing for Interview and Interview Skills'. The workshops are presented as a package and women are encouraged to attend all four. Assistance with payment for accredited childcare may be available.

Cheers Fiona

WIRC
13 London Cct, Canberra City
Mondays
5, 12, 19 August & 2 September
10.00am – 1.00pm

FREE
Women's Information and Referral
Centre
Return to Work
Coordinator
Ph: 6205 2885 or 6205 1075
rtw@act.gov.au
www.women.act.gov.au

http://www.communityservices.act.gov.au/data/assets/pdf_file/0004/463576/FINANCIAL-LEGAL-and-RETURNING-TO-WORK.pdf

From: Beaton, Richard
Sent: Wednesday, 30 October 2013 2:55 PM
To: Bamford, Michelle; Dallen, Carleigh
Subject: FW: WIRC QTON

Hi Michelle and Carleigh

What is the Getting back to work program?

From: Martinez, Catherine
Sent: Wednesday, 30 October 2013 10:52 AM
To: Beaton, Richard
Cc: Manikis, Nic
Subject: WIRC QTON

Hi Richard

A note has come down from the D-G with the WIRC QTON saying What is the 'Getting back to work Program?'

I will progress the folder to the MO.

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

65
Daw, Lesley

From: Martinez, Catherine
Sent: Monday, 21 October 2013 3:37 PM
To: Daw, Lesley
Cc: Callen, Michelle
Subject: QTB for clearance - WIRC
Attachments: Womens Information and Referral Centre.docx

Importance: High

Hi Lesley

Please find attached QTB for clearance.

Ministers office is wanting to get this one asap.

Thanks and 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

35

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.

[illegible]

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, I will seek advice from my Women's Council on their thoughts.
- I look forward to hearing the 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).

- 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

- 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

Daw, Lesley

From: Daw, Lesley
Sent: Monday, 21 October 2013 1:28 PM
To: Manikis, Nic
Cc: Callen, Michelle; Chapman, Sue
Subject: RE: Women's Information and Referral Centre

Min's office were asking about the update today- can it be progressed urgently pls

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: Callen, Michelle
Sent: Monday, 21 October 2013 11:06 AM
To: Chapman, Sue; Daw, Lesley
Subject: Women's Information and Referral Centre

Hello Sue and Lesley

The attached QTB on WiRC was being updated - it is expected available for clearance today, Michelle

80
Daw, Lesley

From: Callen, Michelle
Sent: Monday, 21 October 2013 11:06 AM
To: Chapman, Sue; Daw, Lesley
Subject: Women's Information and Referral Centre
Attachments: Womens Information and Referral Centre.docx

Hello Sue and Lesley

The attached QTB on WIRC was being updated - it is expected available for clearance today, Michelle

Daw, Lesley

From: Caldwell, Anna
Sent: Friday, 18 October 2013 4:00 PM
To: Howson, Natalie; Chapman, Sue
Cc: Callen, Michelle; Daw, Lesley
Subject: CSD media issues 18.10.13
Attachments: WiRC changes 18 10 13 updated.doc

Issue: Several calls to Chief Minister's talkback re: closure of the Women's Information and Referral Centre. Talking points have been updated and cleared by Nic Manikis- attached. Some posts on twitter encouraging people to sign the petition, there are currently 147 signatures.

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](#)

Talking points - WiRC

- There is an emerging need to change the 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 its 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.
- Across ACT government we have to look at all the services we provide. We've got severe constraints on our budget and we are reviewing absolutely every part of government.
- It is about re-evaluating what we are currently doing, is it meeting the needs of the community, can we do it more effectively, can we do it cheaper and can we tailor it.
- These changes will also see savings in administrative costs and a portion of these savings will be reinvested into the community sector to ensure that crucial services are provided in the most effective way.
- 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).
- 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.

What are the current services offered by WiRC?

- 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;

- a lending library; and
- 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.

How many clients use these services?

- The number of clients is not recorded as the client relationship is not necessarily on-going.

How many contacts or occasions of service are there?

- In 2012 2013, total WIRC contacts were 12,375 – mostly by phone or on-line.

Type of Contacts	Number of Contacts
Telephone	5,693
Emails received	3,065
Drop-in visits	1,698
Attendees for courses, support groups and information sessions	729
Face to face scheduled appointments	398
Accessing the internet and library use	380
Faxes and postings	412
Total number of Contacts	12,375

When will improvement measures be implemented?

- Improvement measures will be implemented in late November 2013.

What will improved services look like?

- Through an outreach approach, improved information services will be more accessible to a wider range of vulnerable women across Canberra. Women will be able to gain access to information services from a range of locations.
- Information and referral services will be available from government and community organisations located across Canberra, including in the Child and Family Centres, First Point/Gateway Services and Multicultural Women's Advocacy Inc.
- The intention is that all the services will continue, and exactly how they will be delivered into the future remains subject to consultation with staff and the sector before a final service model is settled.

Any impact on staffing?

- Yes. Five current staff (sharing 3.45FTEs) will be redeployed in vacant positions across the Community Services Directorate.
- The unions continue to be involved in this process as well as consultation with staff.

What savings is Government making?

- \$325,000 savings in staff salaries and \$76,000 savings from lease.

What is the Community Participation Group?

- The Community Participation Group comprises the Office for Women, Office for Multicultural Affairs and the Office for Ageing. The new service model in relation to services for women will be the responsibility for the Office for Women in the Community Participation Group.
- This Group supports relevant Ministers in their respective roles in relation to women, multicultural affairs and ageing in the:
 - community, Assembly and in Commonwealth/State forums;
 - setting the framework agenda for government strategies and actions in relation to advancing the interests of three constituency groups (multicultural, women and seniors);
 - takes a leading role in facilitating a number of community related events and activities; and
 - implements a range of services and programs relevant to the three constituency groups.

Daw, Lesley

From: Aguilera, Alicia
Sent: Friday, 18 October 2013 1:48 PM
To: Daw, Lesley
Subject: WiRC talking points
Attachments: WiRC changes 18.10.13.doc

Amended talking points as discussed. Do you want me to send to Victor or will you when Natalie has seen them?

Alicia Aguilera | Senior Media & Communications Officer

T: 02 6207 6275 | F: 02 6205 0279

Media and Communications | Community Services Directorate | ACT Government

Level 8, 11 Moore St, Canberra City | GPO Box 158 Canberra City 2601 | www.communityservices.act.gov.au



@CSD_ACT



[Community Services Directorate](#)



ACT
Government

Community Services

Daw, Lesley

From: Beaton, Richard
Sent: Friday, 18 October 2013 11:44 AM
To: Daw, Lesley
Subject: FW: URGENT: WIRC follow-up media enquiry
Attachments: CSD 22 - Improving Services for Women in the ACT.doc; Womens Information and Referral Centre.docx

Importance: High

Hi Lesley

Changed to reflect staff, not FTE's

From: Daw, Lesley
Sent: Friday, 18 October 2013 11:29 AM
To: Manikis, Nic
Cc: Beaton, Richard; Winter, Jancye; Chester, Tracy; Callen, Michelle; Matthews, David
Subject: FW: URGENT: WIRC follow-up media enquiry
Importance: High

Nic: Can you correct these two documents pls. They both refer to 5 FTEs which I understand is not correct.

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

Daw, Lesley

From: Beaton, Richard
Sent: Friday, 18 October 2013 10:21 AM
Cc: Winter, Jancye; Daw, Lesley
Subject: FW: URGENT: WiRC follow-up media enquiry
Attachments: CSD 22 - Improving Services for Women in the ACT.doc; Womens Information and Referral Centre.docx

OK done.

29

Chief Ministers Talkback Brief

CSD 22: Improving Services for Women in the ACT

18 October 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.
 - 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.
-

Chief Ministers Talkback Brief

CSD 22: Improving Services for Women in the ACT

BACKGROUND INFORMATION

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 FTE's 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.

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.

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 a portion of these savings will be reinvested into the community sector.
- 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

- 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 FTE's 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.

P/R.

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

O/S

Community Services

Issue: Coverage of announced closure of the Women's Information and Referral Centre (WiRC); change.org petition underway.

Talking points:

- There is a need to change the WiRC, which has been in place since the establishment of the centre 35 years ago. 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).
- 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.
- It is anticipated that these changes will commence to be implemented in late November 2013.

O/S

Daw, Lesley

From: Dutt, Kanchan
Sent: Thursday, 17 October 2013 4:41 PM
To: Howson, Natalie
Cc: Chapman, Sue; Daw, Lesley; Callen, Michelle
Subject: CSD Media Issues 17.10.13

Hello Natalie,

I am off tomorrow and so Alicia will be sitting in on the morning media catch-up.

Nic has provided Victor with some additional information on WiRC. Victor has given the following information to The Canberra Times:

What does it currently cost to run the WiRC:

The cost of the lease per year is \$76,000.

The salary cost for the five staff (3.45FTE) is about \$325,000 per year.

The current services provided by WiRC include:

- Women's Return to Work Grants (these will continue to be administered by the ACT Office for Women);
- Lending Library;
- Free computer and internet access services;
- Personal development courses for women;
- Support groups; and
- *Whats On for Women* publication and online resources.

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.

ENDS

The change.org petition is at 74 supporters, so nowhere near the immediate impact that the Elouera one had. The petition can be found here: <https://www.change.org/en-AU/petitions/act-chief-minister-katy-gallagher-reverse-your-decision-to-close-the-women-s-information-and-referral-centre-wirc>. The person behind the petition, Lucy Baker, is a hypnotherapist and has been a journalist for The Canberra Times.

No other new issues for us today.

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

CABINET-IN-CONFIDENCE
CLIENT-IN-CONFIDENCE

O/S

Multicultural Affairs

1. Women's Information and Referral Centre (WIRC).

O/S

10
Daw, Lesley

From: Korsch, Annalise
Sent: Thursday, 10 October 2013 2:38 PM
To: Howson, Natalie; Chapman, Sue; Whitten, Meredith; Sullivan, Lorna; Nolan, Christine; Overton-Clarke, Bronwen; Sheehan, Maureen; Daw, Lesley; Callen, Michelle; Matthews, David; Starick, Kate; Manikis, Nic; Robinson, Jodie; Baumgart, Richard
Cc: Burns, Felicity; McInnes, Sue; Harvey, Georgia; Chester, Tracy
Subject: Action Items - Minister BURCH meeting - 2 October
Attachments: BURCH action items 2 October 2013.docx

Good afternoon All

Please find attached the action items from the 2 October meeting with Minister Burch for your necessary follow up.

The next meeting with Minister Burch will be on Monday 14 October.

Thankyou

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

MINISTER BUCHAN
COMMUNITY SERVICES BRIEFINGS
BRIEFING ACTIONS
CABINET IN CONFIDENCE

O/S

Women			
Women's Information and Referral Centre	- Re write brief to the Minister re the change of WIRC model, including service location, and seek agreement. - Commence consultation with staff and community leaders	Meredith Whitten/Sue Chapman	Complete complete
Multicultural Affairs			

Daw, Lesley

From: Chapman, Sue
Sent: Wednesday, 9 October 2013 12:25 PM
To: ##All Staff Community Services Directorate
Subject: Advicing CSD of a change within the Directorate
Attachments: WiRC all staff notice.doc

Colleagues

Please see the attached notice outlining changes to the Women's Information and Referral Centre.

Regards

Sue Chapman

All CSD Staff

Consultations have commenced with staff at the Womens Information and Referral Centre (WiRC) and the Community and Public Service Union in relation to moving to a new service model for the delivery of services to women in the ACT.

The WiRC was established in 1978 and has been operating in the centre of the city for the past 35 years responding to the information needs of Canberra women over that time.

However, there is an emerging need to change the WiRC model. This has occurred as a result of growth of the city, limitations placed on the location of the service and the need to provide an opportunity for access by all clients who are entitled to services and programs. Further we need to tailor response that addresses the needs of those women who are most vulnerable in the community.

Additionally, the tightening fiscal environment means making better use of limited resources to deliver the core function of the WiRC which is to provide information and referral services that assist disadvantaged women in the ACT.

In practical terms, the proposed service model requires the operational functions of the WiRC be fully absorbed into the Office of Women as part of the Community Participation Group. It is anticipated that this will result in a more streamlined, consistent and deeper engagement with women in the community, particularly those who are isolated and vulnerable, through increased outreach activities, among other things.

I am impressed with the passion and dedication of all WiRC staff in undertaking their roles. The staff have a wealth of experience and a range of skills which we are keen to retain in the directorate as we move to a different service model for improving service delivery for women.

We are working with WiRC staff to shape the new service model as we move forward in the next few months.

Sue Chapman
Deputy Director General

Daw, Lesley

From: Robinson, Jodie
Sent: Friday, 27 September 2013 12:37 PM
To: Pender, Helen
Cc: Daw, Lesley
Subject: BURCH action items 26 October 2013
Attachments: BURCH action items 26 October 2013.docx

Hello Helen,

Thank you for the action items. Please see attached some edits.

Kind Regards
Jodie

MINISTER BURCH
COMMUNITY SERVICES BRIEFINGS
BRIEFING ACTIONS
CABINET IN CONFIDENCE

O/S

Women			
Women's Information and Referral Centre	- Brief the Minister the change of WIRC model, <u>including service location</u>, and seek agreement. - Commence briefing women's services regarding the model change.	Meredith Whitten	Asap

O/S

CABINET IN CONFIDENCE

Daw, Lesley

From: Whitten, Meredith
Sent: Wednesday, 25 September 2013 5:05 PM
To: Daw, Lesley
Subject: FW: Doc3
Attachments: Doc3.doc

Hi Lesley

As discussed, Sue Chapman has this brief for tomorrow's meeting with the Minister. Sue and Nic will talk to this item.

I am an apology for the meeting as we have an Integrated Corporate Services workshop. Many thanks

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: Fitzgerald, Fran
Sent: Wednesday, 25 September 2013 3:27 PM
To: Whitten, Meredith; Manikis, Nic
Subject: Doc3

Meredith

Brief with further changes to Ministers signature block.

Regards

Fran

Fran Fitzgerald | Executive Assistant to Meredith Whitten | Executive Director, Policy & Organisational Services
 Ph 620 50753 | Fax 620 50343 | RED Contact Officer
 Community Services Directorate | ACT Government
 Level 4, 11 Moore St City | GPO Box 158 Canberra ACT 2601 | fran.fitzgerald@act.gov.au

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



ACT
Government

Community Services

Cabinet-In-Confidence

Date	25 September 2013
To	Minister for Women • Director-General • Deputy Director-General
cc	
From	Executive Director Policy and Organisational Services
File no	
Subject	Improving Information and Referral Services for Women in the ACT

Critical Date

Urgent – there is a requirement to give at least three months notice to terminate the lease of the offices that currently accommodate the *Womens Information and Referral Centre* (WIRC) on London Circuit. The lease is due to expire in January 2014.

Purpose

To seek your agreement of the change process to improve information and referral services for women in the ACT, and to make the services sustainable into the future.

Background

The ACT Government values the contribution that women make to our community and recognises that some women are vulnerable and require support to address their needs. The WIRC was established as a Shopfront Service in 1978. It is now part of the Office for Women (OfW) and is located at 13 London Circuit in the city.

The current services provided by WIRC include:

- (a) women's *Return to Work Grants*;
- (b) lending Library – a small but comprehensive collection of books and resource material relating to women and women's issues;
- (c) free computer and internet access services;
- (d) personal development courses for women;
- (e) support groups; and
- (f) *What's on for Women* publication and online resource includes: information on courses, workshops and support programs in the ACT.

WIRC is staffed by five permanent officers as 3.45 budgeted FTEs comprising:
 Administrative Services Officer level 6 (one FTE);
 Administrative Services Officer level 5 (one FTE);
 Administrative Services Officer level 4 (two total 1.2 FTE);
 Administrative Services Officer level 4 (one at 0.2 FTE);

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).

Scope

The scope of the change for WIRC is to achieve a new service model which will result in:

- (a) integrated delivery of better quality information and referral services located within the OfW, Community Participation Group – this could involve the *Return to Work Officer* operating from the three Child and Family Centres on a rotational basis, staff in the new model would provide information to outreach locations, telephone queries taken by staff members in the Community Participation Group, and administrative functions integrated into the functions of the Community Participation Group;

- 5
- (b) multiple points of access to relevant information for women - single source of expertise distributed to new access networks at a location convenient to many women across the community;
 - (c) identifying new partnerships between the Community Participation Group and the community, and strengthening current ones. For example, stronger relationships would be forged around WIRC business with Relationships Australia, Citizens Advice Bureau, Multicultural Women's Advocacy, Gateway/first point, and three Child and Family Centres. The new service model will encourage CSD to develop additional partnerships with community service providers; and
 - (d) achieving the required 2013-14 savings from the WIRC budget.

Timeline for Implementation

It is proposed that the new service model for WIRC be in place by 1 December 2013 subject to the successful implementation of the consultation strategy. The key milestones for the change process are as follows:

- (a) immediate discussions with Minister for Women about the proposed changes to the WIRC service model;
- (b) last week of September 2013 – preliminary advice to accommodation area that WIRC office lease will not be renewed;
- (c) first week October 2013 – discussion with the Community and Public Service Union (CPSU) in accordance with Section G – *Communication and Consultation of the Community Services Directorate's Enterprise Agreement 2011-13* and, concurrently, commence consultation with affected staff;
- (d) second week October 2013 – consultation strategy completed and signed by Deputy Director General CSD;
- (e) implementation of the consultation strategy commencing second week of October 2013 through to mid November 2013;
- (f) commence new arrangements for WIRC as an integral part of the OFW in Community Participation Group on 1 December 2013.

Media Issues

It is anticipated that there may be media interest in the new approach to providing information and referral services to women in the ACT. It is proposed that a media plan be prepared to support the change process which would include the identification of community third party endorsers for the change.

Consultation

A detailed consultation strategy will be prepared outlining details for the engagement of the following groups of people in the proposed change process for WIRC:

- (a) CPSU (for immediate discussion of proposed changes);
- (b) WIRC staff affected;
- (c) Community Participation Group;
- (d) Ministerial Women's Advisory Council; and
- (e) Womens sector organisations in the ACT.

The consultation strategy will be completed in the first week of October 2013.

Financial Implications

The WIRC budget for 2013-14 is \$0.323m, comprising \$0.161m for salaries and \$0.162m operational expenses.

For the 2012-13 WIRC budget, the budgeted funding for employees was \$0.325m.

In 2013-14, the WIRC budgeted funding for employees expenses was reduced to \$0.161m – an effective reduction of \$0.164m.

Effectively, this relates to a reduction of 3 FTE for 6 months or 1.5 FTE for 12 months.

There is currently an administration budget of \$0.162m, of which approximately \$0.048m is for the lease costs on the WIRC accommodation so far this financial year. There will be relocation expenditure and possible make good costs on expiry of the current lease. This will further reduce the administration budget.

The current lease for the office accommodating WIRC is \$0.076m per annum – therefore the saving if the lease is terminated in January 2014 is in the order of \$0.028m.

FOI Act, s35

As WIRC currently has a full complement of staff and it is planned that it will maintain this level until 30 November 2013 as we progress the change process, it is envisaged that the employees expenses for the five months of this financial year will be approximately \$0.116m – representing an underspend of \$0.044m. These funds provide a buffer should slippage occur in implementing the change process.

Recommendation

That you:

- Agree to commence a change management process to achieve enhanced service delivery for WIRC;
- Note that a consultation strategy and media plan will be prepared to support this change process;
- Note the objective, scope and timeline for the implementation of the change process for WIRC described in this brief; and
- Note the information in the brief.

Meredith Whitten
Executive Director
Policy and Organisational Services

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

Daw, Lesley

From: Korsch, Annalise
Sent: Wednesday, 25 September 2013 12:05 PM
To: Nolan, Christine; Sullivan, Lorna; Whitten, Meredith; Overton-Clarke, Bronwen; Sheehan, Maureen
Cc: Patel, Sandeep; Dutt, Kanchan; Webb, Kerry; Fitzgerald, Fran; Plater, Janet; Daw, Lesley; Perriman, Yvonne; Winter, Jancye; John, Anna; Manikis, Nic; Wensing, Veronica; Saballa, Melanie; Pender, Helen; Bamford, Michelle; Evans, Jacinta; Chester, Tracy; Burns, Felicity; Sirimanotham, Linda; Callen, Michelle; Harvey, Georgia; McInnes, Sue; Martin, Rachelle; Lynch, Sara
Subject: Minister Burch's meeting 26 September 2013 - agenda
Attachments: BURCH agenda 26 September 2013.docx

Good afternoon All

Please find attached the agenda for the Thursday 26 September 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