

Freedom of Information Request – [REDACTED]

Documents – Schedule 8 – Office for Women

Folio no	Date	Document	Status	Reason for Exemption	Online release status
1-16	16/8/2013	Email – WA information Service research	Not released	Outside of scope	Not released
17	22/8/2013	Email - potential dates for Ms Jones visit to WIRC	Not released	Outside of scope	Not released
18	25/9/2013	Email – DDG visit to WIRC – 3/10/2013	Not released	Outside of scope	Not released
19-21	3/10/2013	Email - Dot points for visit	Not released	Outside of scope	Not released
22	02/10/2013	Email – RE: WIRC Budget Information	Full release		Full release
23 – this folio was not allocated					
24-26	21/10/2013	Email – Summary of meeting 18 October	Full release		Full release
27-29(b2)	21/10/2013	Email – Summary of Friday's meeting	Full release		Full release
30-31	22/10/2013	Email – Women's information and referral centre	Partial release	FOI Act, s41	Partial release
32	22/10/2013	Email – WIRC course	Not released	Outside of scope	Not released
33	22/10/2013	Email – Happiness Experiment course	Not released	Outside of scope	Not released
34-35	22/10/2013	Email – Women's information and referral centre	Full release		Full release
36	22/10/2013	Email – WIRC course	Not released	Outside of scope	Not released
37	23/10/2013	Email – WIRC data	Not released	Outside of scope	Not released
38-48	24/10/2013	Email – WIRC data – attachment First Quarter report 2012-13	Partial release	FOI Act, s35 and some information is outside of scope	Partial release

Folio no	Date	Document	Status	Reason for Exemption	Online release status
49	24/10/2013	Email – For approval dot points on WIRC	Not released	FOI Act s35	Not released
50-53	24/10/2013	Email – RE: Women’s Information and Referral Service – meetings	Full release		Full release
54-58	24/10/2013	Email – WIRC Contact for 2012-13	Full release		Full release
59-61	5/11/2013	Email – FW: WIRC meeting notes	Full release		Full release
62-62d	5/11/2013	Email – WIRC stats	Full release		Full release
63-68	5/11/2013	Email Wirc brief	Partial release	FOI Act, s35	Partial release
69	6/11/2013	Email Wirc	Not released	Outside of scope	Not released
70	6/11/2013	Email Wirc	Not released	Outside of scope	Not released
71-83	7/11/2013	Email WIRC redesign ideas v2	Full release		Full release
84-88	8/11/2013	Email - M-13-2058	Partial release	FOI Act, s41	Partial release
89-91	11/11/2013	Email – wirc current services	Full release		Full release
92-94	11/11/2013	Email – wirc timeframe	Full release		Full release
95	11/11/2013	Email – m-13/2094	Full release		Full release
96-97	11/11/2013	Email – OFW – WIRC changes	Full release		Partial Release - FOI ACT,s41
98-106	12/11/2013	Email – updated contact list group leaders	Partial release	FOI Act, s41	Partial release
107-108	22/11/2013	Email – Women’s and WIRC internet and directory	Not released	Outside of scope	Not released
109	29/11/2013	Email – next MACW	Not released	Outside of scope	Not released
110	3/12/2013	Email – TRIM requests	Partial release	FOI Act, s41	Partial release
111-113a	4/12/2013	Email – Letter to Min Burch	Partial release	FOI Act, s41	Partial release

Folio no	Date	Document	Status	Reason for Exemption	Online release status
114-117	3/12/2013	MACW minutes	Partial release	Some information outside of scope	Partial release
118-120	5/12/2013	Email –MACW correspondence to minster Burch	Partial release	FOI Act, s41	Partial release
121-123	3/12/2013	Email – M-13/2289 reconsider decision	Partial release	FOI Act, s41	Partial release
124	4/12/2013	Email – M-2013/03159	Partial release	FOI Act, s41	Partial release
125 a-127	Undated	Meeting notes 30/10/2013 and draft timeframe	Not released	Copy: Refer to folios 59-60 and folios 92-93	Not released
128-130	11/12/2013	Email – Women's an WIRC internet and directory	Not released	Outside of scope	Not released
131-132	11/12/2013	Email – draft for WIRC response	Full release		Full release

Bamford, Michelle

From: Bamford, Michelle
Sent: Wednesday, 11 December 2013 1:57 PM
To: Manikis, Nic
Cc: Baker, Fiona
Subject: FW: WIRC Ministerial
Attachments: draft for WIRC response.docx

Nic

Please find attached the draft response that Jolene has put together.

I understand Fiona is providing you with the hard copies of the TRIM requests.

Cheers Michelle

Michelle Bamford | Senior Policy Officer

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

Community Participation Group | Office for Women | Community Services Directorate | ACT Government
 Level 4, 11 Moore Street Canberra City | GPO Box 158 Canberra ACT 2601 |

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From: Clinch, Jolene
Sent: Wednesday, 4 December 2013 4:38 PM
To: Bamford, Michelle
Subject: WIRC Ministerials

Michelle

Attached is a rough draft of some suggestions for response. I just wasn't sure of how in-depth we want to get with our responses, my feeling is not much at all, as a decision has been made. We may just need to keep as brief as possible. I hope my summary of the issues helps.....

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



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Katy Gallagher MLA

CHIEF MINISTER

MINISTER FOR HEALTH

MINISTER FOR REGIONAL DEVELOPMENT

MINISTER FOR HIGHER EDUCATION

MEMBER FOR MOLONGLO

[Font is 12pt Arial Narrow]

[Name]

[Title Surname]

[Organisation]

[Address - Street or P O Box]

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

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

Thank you for your letter of [date] about [subject].

The Women's Information and Referral Centre (WIRC) has been in operation for 35 years and has provided a valuable service to women in the ACT community. In recent years however the service has experienced a decline in women accessing the service on a face to face basis.

In the 2012-13 financial year WIRC staff responded to 12,375 people in the community. 74% of these contacts were made by way other than face to face, ie email, phone.

Since WIRC was established in 1978 operations have been largely confined to the city. With the vast growth of Canberra and changes in technology, this model is not meeting the needs of many women living in Canberra today. It is the Government's intention to move forward and provide a service that can be accessed by all clients and tailor responses that address the needs of women who are most vulnerable in our community.

The proposed future model is based on accessible information and referral services across Canberra for all women. These services will be available from a range of locations across Canberra.

Yours sincerely

Katy Gallagher MLA

[Insert portfolio]

ACT LEGISLATIVE ASSEMBLY

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

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

Email: gallagher@act.gov.au Facebook: [KatyGallagherMLA](#) Twitter: [@katyGMLA](#)

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CANBERRA

124
Beer, Kylie

From: Payne, Cassia on behalf of CMTD MLO
Sent: Wednesday, 4 December 2013 12:50 PM
To: Beer, Kylie
Subject: FW: CMTD Ministerial: M2013/03158 - Chief Minister Correspondence – Community Services Directorate - 4/
Attachments: TRIM: FW: Reconsider decision regarding closing the Women's Information and Referral Centre

Sorry and thank you!

Chief Minister Correspondence – Community Services Directorate

Record Number: M2013/03159

Due Date: 17/12/13

From: 4/

Subject: Reconsider decision regarding closing the Women's Information and Referral Centre

Action Required: Response by CM

Cassia Payne | Ministerial Liaison Officer - Government Business Coordination

Phone: 6205 4058 | Fax: 6205 1093 | cassia.payne@act.gov.au

Chief Minister and Treasury Directorate | ACT Government

Level 5 Canberra Nara Centre | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

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Baker, Fiona

From: Baker, Fiona
Sent: Friday, 6 December 2013 11:37 AM
To: Manikis, Nic
Subject: M-13/2289 reconsider decision regarding closing WIRC - 4/
correspondence
Attachments:

Nic

As requested email associated with M-13/2289 reconsider decision regarding closing WIRC - 4/
4/ correspondence
Cheers Fiona

Beer, Kylie

From: Everitt, Gabrielle on behalf of GALLAGHER
Sent: Tuesday, 3 December 2013 1:23 PM
To: CMTD MLO
Subject: TRIM: FW: Reconsider decision regarding closing the Women's Information and Referral Centre

For appropriate action please

From: joanna l' 41
Sent: Tuesday, 3 December 2013 12:49 PM
To: GALLAGHER
Subject: Reconsider decision regarding closing the Women's Information and Referral Centre

Dear Chief Minister,

I am calling on you in your capacity as Chief Minister to reverse the decision to close the Women's Information and Referral Centre. The Centre has been operating as a vital and effective hub for women in the ACT for over 35 years. Almost 12 500 women used the Centre last year and 3 205 of them did so face to face. As of 13 December these women, who are some of the most vulnerable in our community and who just want and need a safe and welcoming place, will have nowhere to go.

I understand that a recent KPMG review found WIRC to be the service which has the highest reach per capita and which offers the most number of programs of the women's services reviewed. The same report highlighted WIRC as one of the most cost effective community information services in Australia. I also understand your government is committed to continuing to fund services with a proven effectiveness for women. So I cannot understand your decision to close the Centre.

WIRC provides a range of free and very low cost services to women in the ACT including telephone, drop in or email access to information and/or referral to appropriate services. Women can use the Centre's free library, access the computers, take a personal development course or join a support group. WIRC is the only place that offers personal development courses specifically for women on self-esteem, assertiveness and many other topics. It coordinates services with Carers' groups, Indigenous health services and others and works in a myriad of ways to increase the health and well being of women in the ACT.

WIRC also has a critical role to play in supporting and increasing community safety. It is the only place in the ACT where women can access domestic violence support groups, where the focus is on supporting them to move on from the cycle of violence, to increase their self-esteem and to be able to build respectful relationships in their future, thus aiming to prevent the inter-generational transmission of the cycle of family violence.

This is particularly important given the Canberra Times article on Sunday 27 October 2013 which outlined that the ACT Domestic Violence Crisis Service has experienced a 50% increase in demand for its services and is desperately struggling to keep pace with this demand.

The same article also highlighted that the Domestic Violence Crisis Service is calling for more resources for long term follow up programs to assist those experiencing violence to break the cycle of violence.

They are unable to provide these programs themselves and it appears that the loss of WIRC will remove the only service providing these critical support programs for women. All of which has the potential to diminish the safety of women and children in the ACT.

Recently Governor General Ms Quentin Bryce said in her Boyer lecture when she spoke of her time as the Coordinator of the Women's Information Service in Queensland – a sister service to WIRC that she '...felt a serious responsibility to ensure that the concerns of women ...were accurately recorded and presented as compelling testimony to decision makers in government. What these women said mattered at last.' To lose the Women's Information and Referral Centre is to lose a place for the voices of ordinary women to be heard, to be valued and to be counted.

Please Chief Minister at a time when your government can find \$2.6 million to tell people about Brand Canberra please find the necessary resources to maintain the Women's Information and Referral Centre as a safe and empowering place for women.

Yours Sincerely,

Joanna 4/ -

Bamford, Michelle

From: Webster, Fiona [Fiona.Webster@4/]
Sent: Thursday, 5 December 2013 2:27 PM
To: BURCH; Clarke, Emma
Cc: Bennett, Erin; Baker, Fiona
Subject: MACW correspondence for Minister Burch [SEC=UNCLASSIFIED]
Attachments: Letter to Minister Burch 051213.pdf

Dear Emma

Please find attached a letter for Minister Burch from the Ministerial Advisory Council on Women summarising our views on the Women's Information and Referral Centre, as discussed at MACW's meeting on Tuesday 3 December.

I would be grateful if you could pass this correspondence to Minister Burch so that she has an opportunity to consider our views.

I will send the hard copy by mail.

Kind regards
Fiona Webster

Dr Fiona Webster
Chair
Ministerial Advisory Council on Women
P: 4/
E: Fiona.Webster@ 4/

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Ms Joy Burch
Minister for Women
ACT Legislative Assembly
GPO Box 1020
CANBERRA ACT 2601

Dear Minister Burch

The Ministerial Advisory Council on Women (MACW) met on Tuesday 3 December and received an update from Community Services Directorate (CSD) representatives on progress in developing a new model for services currently delivered through the Women's Information and Referral Centre (WIRC).

I would like to take this opportunity to update you on MACW's discussions around WIRC and advise you of our views.

As we discussed at our meeting with you in October, MACW understands the decision to end the lease on the existing WIRC premises and recognises the need to develop a new model through which to deliver those WIRC services that continue to offer a valuable service to ACT women.

However, MACW has concerns around:

- the process in place for the development of a new model;
- the timeframe for transitioning to a new model; and
- the potential for further backlash from the community if a more transparent, consultative process is not put in place.

MACW representatives have had the opportunity to participate in two meetings led by CSD. The first meeting had no agenda, and concerns were raised that there appeared to be no agreed process for a way forward. Following advice that there would be a second meeting, I contacted Nic Manikis and requested an agenda, which was subsequently prepared. At that point, there appeared to be every intention that this was the beginning of a longer process to consult with relevant stakeholders on how the 'new' WIRC should/might look. No further meetings have been held, and we are aware of a number of advocacy processes under way in the community.

MACW was advised that a report, with recommendations, is being prepared by CSD. We understand that this report is due to be completed shortly and that there is no intention to hold any formal consultations. We were also advised that the current allocation of 3.5 FTE to WIRC functions would be reduced to 1 FTE in the new year,

essentially to respond to phone enquires, which account for about 75 per cent of WIRC client contact. Other functions would be devolved within existing resources.

MACW's concerns are primarily around process, and the real and perceived lack of strategic planning that has taken place following the decision to close the WIRC shopfront. We are also concerned about the timeframe for transition to a new model, and the immediate reduction in FTE, which may compromise WIRC services.

MACW believes this is a real opportunity for the ACT Government to evaluate what WIRC does, the profile of existing WIRC clients, and the profile of those we think would benefit from or need to know about its services. This is the time to be strategic about what we do and how we do it, in a way that is of real benefit to ACT women. To do this, we need to talk to the people who use the services, and WIRC stakeholders.

This is also an opportunity to ensure that what the 'new' WIRC does aligns with the *ACT Women's Plan*. The Plan is underpinned by the principle that women and girls have a right to access information and services to meet their needs. It also indicates as a key indicator of progress that there needs to be evidence of affordable and accessible gender and culturally sensitive services. Although the devolution of some WIRC programs to and Child and Family Centres may benefit some WIRC cliental, there is no evidence to suggest this would capture the ACT's most vulnerable women, or those women who could benefit most from WIRC's services.

In the short term, we understand the WIRC 'hub' will be located at the Theo Notaras Multicultural Centre. Although this centre seems an obvious choice for the relocation of WIRC, serving as a hub for other community services, MACW raised some concerns about whether it is really a 'safe' environment for (potentially) vulnerable women. We understand existing tenants have only recently had to advocate for a security guard to ensure those who are working in the building feel safe. Likewise, shifting some WIRC services to other community centres would need to be considered carefully, with women's safety a firm priority. MACW believes most WIRC services should be co-located with other women-specific services.

Finally, MACW believes any decisions taken around the future of WIRC need to be accompanied by a comprehensive communication strategy. There is a real risk that poor communication will lead to further community backlash, which is not only damaging for the Government, but ultimately unhelpful – we should all work together to achieve the best outcome. There should also be a commitment to collecting data on WIRC functions, whether devolved or retained, which can inform future policy and practice.

I am happy to discuss any of the above with you.

Yours sincerely



Dr Fiona Webster
Chair

5 December 2013



**Draft Meeting Minutes
Tuesday 3 December 2013
12noon to 2pm, Level 8 Boardroom, 11 Moore Street, CANBERRA**

Attendees

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

Apologies

Ms Penny Rumble, Ms Lydia George, Ms Julia Gilchrist, Ms Sheryle Moon, Ms Sela Taufu and Ms Robyn Martin.

In Attendance

Ms Bridie Doyle, Senior Officer, Community Participation Group, CSD
Ms Veronica Wensing, Senior Officer, Community Participation Group, CSD
Ms Sue Chapman, Deputy Director General, CSD.
Ms Carleigh Dallen, Policy Officer, Office for Women, CSD.

Secretariat

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

O/S

3. WOMEN'S INFORMATION AND REFERRAL CENTRE (WIRC) – update on immediate continuity of functions and service re-design.

Ms Doyle advised that she is preparing a report on the re-design of WIRC functions and noted:

- 74% WIRC contacts currently occur via phone or email;
- Data shows that women from culturally and linguistically diverse backgrounds and young women are not currently accessing the service;
- WIRC functions will be continued;
- a women's information phone line and a space for women is being established at the Theo Notaris Multicultural Centre, London Circuit, Canberra City. The change location may see more women from diverse groups accessing the service; and
- Training will be provided by staff responding to calls through the dedicated women information phone line.

MACW members requested clarification on:

- Advertising WIRC changes to the broader community. Ms Doyle advised that this would occur;

- Level of staffing for the continuation of WIRC functions. Ms Doyle advised that the current WIRC staff level of 3.5 FTE would be decreased to 1 FTE and noted that some functions such as support groups will be contracted out;
- MACW members suggested that a transparent process for any funding offers needs to be in place;
- Any plan to more broadly evaluate WIRC functions. Ms Doyle advised that there is an intention to evaluate the WIRC courses;
- MACW members emphasised the importance of looking at the bigger picture and consulting with diverse groups women to better understand their needs;
- Dr Webster suggested that a transparent communication strategy is required to inform stakeholders. Ms Doyle noted that the re-design of WIRC functions relates to changes occurring across other aspects of the Directorate; and
- MACW members noted that the Human Services Blueprint does not include any reference to women or to gendered violence – despite specific policies being in place;

There was broad discussion on improving access to WIRC functions through outreach models, and increasing the number of locations where information is available, including Gateway Services.

Dr Webster thanked Ms Doyle and Ms Wensing for providing an update on the re-design of WIRC functions.

Further discussion continued after Ms Wensing and Ms Doyle left the meeting.

Dr Webster tabled an email from Ms Susan Heylar inviting MACW to work with ACTCOSS and other stakeholders on an advocacy ask in the wake of Government decisions regarding WIRC location and role.

Following discussion, MACW members agreed not to participate in the advocacy ask but instead to write to Minister Burch separately. MACW members highlighted a range of concerns for inclusion in the proposed letter to Minister Burch.

ACTION 1: Chair to draft letter to Minister Burch raising MACW's concerns regarding the re-design of WIRC functions and circulate to members for comment.

O/S

O/S

SUMMARY OF ACTIONS

MACW Meeting held Tuesday 3 December 2013

ACTION	SUMMARY OF ACTION ITEMS	WHO	STATUS
1	Chair to draft letter to Minister Burch raising MACW's concerns regarding the re-design of WIRC functions and circulate to members for comment.	Chair	

O/S

Baker, Fiona

From: Baker, Fiona
Sent: Wednesday, 4 December 2013 5:18 PM
To: 'Webster, Fiona'
Subject: RE: 041213 Letter to Min Burch re WIRC [SEC=UNCLASSIFIED]

Agree Probably best to just call them CSD representatives

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



From: Webster, Fiona [<mailto:Fiona.Webster>] 41
Sent: Wednesday, 4 December 2013 3:57 PM
To: Baker, Fiona
Subject: RE: 041213 Letter to Min Burch re WIRC [SEC=UNCLASSIFIED]

Fiona – thanks, I incorporated your changes and the suggested inclusion of a note about evaluation. Just wondering if it would be better not to name Bridie and Veronica – I think I'll change it to CSD representatives or some such. Any views?

Fiona Webster 41

From: Baker, Fiona [<mailto:Fiona.Baker@act.gov.au>]
Sent: Wednesday, 4 December 2013 3:03 PM
To: Webster, Fiona
Subject: FW: 041213 Letter to Min Burch re WIRC [SEC=UNCLASSIFIED]

Hi Fiona

Thanks for offering me the opportunity to comment on the letter to Minister Burch – I have made a couple of suggested track changes for your consideration. Also I think that collecting data on WIRC functions whether devolved or retained is important for future evaluation and reporting. This will also assist to inform policy and practice.

Cheers Fiona

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



113a

From: Webster, Fiona [mailto:Fiona.Webster@r
Sent: Wednesday, 4 December 2013 1:41 PM
To: Baker, Fiona
Cc: Dallen, Carleigh
Subject: 041213 Letter to Min Burch re WIRC [SEC=UNCLASSIFIED]

Hi Fiona

Could you please review the attached letter? – and let me know your thoughts/comments before I send it out to MACW. Please also let me know Bridie's name (and spelling of her first!).

I'd be grateful for a quick turnaround if you can, so as to get MACW comments and off to the Minister by the end of the week, as discussed at the meeting.

Fiona

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Ms Joy Burch
Minister for Women
ACT Legislative Assembly
GPO Box 1020
CANBERRA ACT 2601

Dear Minister Burch

The Ministerial Advisory Council on Women (MACW) met on Tuesday 3 December and received an update from Bridie Doyle and Veronica Wensing on progress in developing a new model for services currently delivered through the Women's Information and Referral Centre (WIRC).

Formatted: Highlight

I would like to take this opportunity to update you on MACW's discussions around WIRC and advise you of our views.

As we discussed at our meeting with you in October, MACW understands the decision to end the lease on the existing WIRC premises and recognises the need to develop a new model through which to deliver those WIRC services that continue to offer a valuable service to ACT women.

However, MACW has concerns around:

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- the timeframe for transitioning to a new model; and
- the potential for further backlash from the community if a more transparent, consultative process is not put in place.

MACW representatives have had the opportunity to participate in two meetings led by the Community Services Directorate (CSD). The first meeting had no agenda, and concerns were raised that there appeared to be no agreed process for a way forward. Following advice that there would be a second meeting, I contacted Nic Manikis and requested an agenda, which was subsequently prepared. At that point, there appeared to be every intention that this was the beginning of a longer process to consult with relevant stakeholders on how the new WIRC should/might look. No further meetings have been held, and we are aware of a number of advocacy processes under way in the community.

MACW was advised that a report, with recommendations, is being prepared by CSD. We understand that this report is due to be completed shortly ~~the deadline for that report is three weeks from now~~, and that there is no intention to hold any formal consultations. We were also advised that the current allocation of 3.5 FTE to WIRC

functions would be reduced to 1 FTE in the new year, essentially to respond to phone enquires, which account for about 75 per cent of WIRC client contact. Other functions would be devolved within existing resources.

MACW's concerns are primarily around process, and the real and perceived lack of strategic planning that has taken place following the decision to close the WIRC shopfront. We are also concerned about the timeframe for transition to a new model, and the immediate reduction in FTE, which may compromise WIRC services.

MACW believes this is a real opportunity for the ACT Government to evaluate what WIRC does, the profile of existing WIRC clients, and the profile of those we think would benefit from or need to know about its services. This is the time to be strategic about what we do and how we do it, in a way that is of real benefit to ACT women. To do this, we need to talk to the people who use the services, and WIRC stakeholders.

This is also an opportunity to ensure that what the 'new' WIRC does aligns with the *ACT Women's Plan*. The Plan is underpinned by the principle that women and girls have a right to access information and services to meet their needs. It also indicates as a key indicator of progress that there needs to be evidence of affordable and accessible gender and culturally sensitive services. Although the devolution of some WIRC programs to and Child and Family Centres ~~child and family community centres~~ may benefit some WIRC cliental, there is no evidence to suggest this would capture the ACT's most vulnerable women, or those women who could benefit most from WIRC's services.

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I am happy to discuss any of the above with you.

Yours sincerely

Dr Fiona Webster
Chair
Ministerial Advisory Council on Women

Bamford, Michelle

From: Bamford, Michelle
Sent: Tuesday, 3 December 2013 5:02 PM
To: Manikis, Nic
Cc: Doyle, Bridie; Winter, Jancye; Baker, Fiona
Subject: TRIM requests - WIRC

Nic

We have just received the following TRIM requests:

1. **M-13-2274** – letter regarding meeting 25 Nov 2013 of WIRC – from r 4/ and 4/
2. **M-13- 2271** – Support for closing WIRC 4/ – CM correspondence
3. **M-13-2272** – Please save WIRC Ms Alena Almassy - CM correspondence – similar wording to The Email Susan Gray R sent to the Chief Minister and it is worth noting there is a direct similarity to the words used in an email r 4/ sent to Minister Corbell - some paragraphs word perfect.
4. **M-13- 2273** – reverse this awful decision – closure of WIRC Ms Thea Hughes - CM correspondence
5. **M-13- 2275** – WIRC closure Val Thomson - CM correspondence.

Can you advise if Bridie will draft the response??

Cheers Michelle

Michelle Bamford | Senior Policy Officer

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

Community Participation Group | Office for Women | Community Services Directorate | ACT Government
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Bamford, Michelle

From: Bamford, Michelle
Sent: Tuesday, 12 November 2013 4:51 PM
To: Manikis, Nic
Subject: WIRC
Attachments: 131112 updated CONTACT LIST GROUP LEADERS.docx

Michelle Bamford | Senior Policy Officer

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

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**ACTIVE
GROUP LEADERS
25 October 2013**

105

NAME	ADDRESS	EMAIL	PHONE	MOBILE	ROLE
Lucy Baker		41			- Public Speaking - The Five Secrets to Self Confidence
Orlie Beer					When Being Angry No Longer Works
Anna Anderson		41			- Improving Your Relationships for Life - Managing Change
Aimee Raymonde Leeumans		41			- Self Esteem and Assertiveness - Assertiveness and Conflict Management - Domestic Violence Support group "It's time to Talk"
Emma Grey		41			- Effectiveness in the Workplace - The Seven Types of Busy
Diane Miller		41			Self Esteem and Assertiveness
Judy Croston					- Self Esteem and Assertiveness - What Next – Midlife Changes for Women
Nasrin Bhorania-Lucas		41			- Self Esteem and Assertiveness - Anger Management - Creating Life Balance
Jen Barnett		41			- Communication Skills and Rapport Building - Stress Wrangling
Larissa Zimmerman		41			- Bad Debt Boot Camp - Financial Empowerment

					8 Weeks in- Financial Literacy 10/1
Amanda O'Neill		41			Self Esteem and Assertiveness
Kate Price	41				- Domestic Violence Support Group - Self Esteem and Assertiveness - Anger Management - Effectiveness in the Workplace - Dealing with Difficult Behaviours
Annabel Mayo		41			- Conflict Resolution - Dealing with Difficult People - What Next? Midlife Changes for Women - Self Esteem and Assertiveness - Return to Work Career Information Sessions
Rhian Williams		41			- Happiness Experiment - Dealing with Difficult People -Negotiating with Emotional Intelligence - Communication Skills and Rapport Building - Cherish Yourself
Karla Ries		41			- Domestic Violence Support Group – It's time to talk. - Self Esteem and Assertiveness Course

SUPERVISORS

103

NAME	ADDRESS	EMAIL	PHONE	MOBILE	ROLE
Brigid Donohoe		41			▪ Self Esteem and Assertiveness ▪ Public Speaking ▪ The Five Secrets of Self confidence
Elizabeth Done	41	41			▪ Emotional Mastery ▪ Domestic Violence Support Group ▪ Healthy Relationships ▪ Self Esteem and Assertiveness ▪ What Next – Midlife Changes for Women
Nasrin Bhorania-Lucas	41	41			▪ Anger Management ▪ Negotiating with Emotional Intelligence ▪ Self Esteem and Assertiveness
Lydia Stanhope	41	41			▪ Self Esteem and Assertiveness ▪ Managing Difficult Behaviours ▪ Conflict Resolution ▪ When Being Angry No Longer Works ▪ Domestic Violence Support Group ▪ Moving on after Separation Support Group

Carol Guy		41		101	■ -Self Care ■ -Standing Up for Myself ■ -Cherish Yourself ■ -Your Self Worth and Wellbeing ■ -Emotional Mastery ■ -Health Relationships ■ -Return to Work Career Information Sessions ■ -Self Esteem and Assertiveness ■ -Moving on After Separation-support group. ■ - Communication Skills and Rapport Building ■ -Anger Management
Gini Osborne	41	41			■ -New Group Leader ■ Course Cancelled

GROUP LEADERS AND SUPERVISORS THAT ARE OCCASIONALLY AVAILABLE

NAME	ADDRESS	EMAIL	PHONE	MOBILE	ROLE
Andriana Natterer		41			▪ Thinking Thursday
Janine Linklater					▪ Creating Life Balance
Jules Tarrant		41			▪ Creating Life Balance
Sangheeta Pilger					▪ Return to Work Career Information Session
Heather Boyer		41			▪ Self Esteem and Assertiveness
Emma McCann					▪ Anger Management ▪ -Return to Work Career Sessions
Lucy Astle		41			▪ Anger Management ▪ Domestic Violence Support group "It's time to Talk"
Natasha Morales (Moved Oversea)		41			▪ Thinking Thursday ▪ Time Management

Susan Abbott				100	- Public Speaking - Negotiating with Emotional Intelligence - The 5 Secrets of Self-Confidence - Anger Management
Lucy Astle					- Dealing with Difficult People - Effectiveness in the Workplace
Carol Beynon					- Anger Management - Domestic Violence Support Group
Joan Palmer	1-11-11				- Self Esteem and Assertiveness - Domestic Violence Support Group
Josephine de Flumeri					- Self Esteem and Assertiveness - Effectiveness in the Workplace
Janet Berger					- Anger Management - Self Esteem and Assertiveness - Domestic Violence Support Group
Jennifer Hume					Domestic Violence Support Group

LEADERS AND SUPERVISORS CURRENTLY UNAVAILABLE

NAME	ADDRESS	EMAIL	PHONE	MOBILE	ROLE
Gerdina Bryant Gone to NT			41		99
Stefanie Hunkin					
Kirsty Greenshirs (moved to Queensland)			41		
Branka Vlaicevic (Retired)			41		
Rebecca Squires (Moved to Queensla)	41				
Virginia Davies (Moved to NSW)			41		
Anne Candy (Retired)			41		
Kerry Mobbs (Works Full Time)			41		
Kerstin Webber (Moved to Queenslar)			41		
Julie Sullivan			41		
Wendy Martin			41		
Trish Walsh (Retired)					
Larissa Dann (Parentin			41		

courses) PET					
Alison Meretini (Retired)		41			98
Vicki Garling		41			
Ingrid Wallace					
Debbie King Workplace issues		41			
Christine Bowman		41			
Leanne O'Connor		41			
Tracey Battika					
Simone Huntington		41			
Helen Geltch		41			
Karen Demmery (Was recruited but never available to run groups)	41				

From:
Sent: Monday, 11 November 2013 5:20 PM
To: Manikis, Nic
Cc: Winter, Jancye; Dallen, Carleigh; Bamford, Michelle; Clinch, Jolene
Subject: RE: OFW - WIRC changes

Tracking:	Recipient	Read
	Manikis, Nic	Read: 11/11/2013 5:21 PM
	Winter, Jancye	
	Dallen, Carleigh	
	Bamford, Michelle	Read: 11/11/2013 6:20 PM
	Clinch, Jolene	Read: 12/11/2013 9:08 AM
	'Elizabeth.Spence@cpsu.org.au'	

Thanks Nic

I appreciate that you are trying to sort out the relocation of the WIRC functions, however I reiterate that I do not feel that I have been part of a consultation process. I note that I attended the meeting at WIRC on 30/11/13 in a note taking capacity and did not feel it was appropriate forum to raise any of my own views or concerns.

The changes suggested in the draft document you provided today suggest a significant impact to the Office for Women.

I look forward to meeting with you and the whole OFW team with a Union representative present.

FOI Act, s41



From: Manikis, Nic
Sent: Monday, 11 November 2013 5:09 PM
To:
Cc: Winter, Jancye; Dallen, Carleigh; Bamford, Michelle; Clinch, Jolene; Mannion, Maree; Mbonzi, Jackie
Subject: RE: OFW - WIRC changes

We will certainly have a meeting soon. We are trying to sort out what arrangements will need to be put in place at the moment for WIRC and the conversations which you and Michelle have been part of have been limited to the WIRC aspect of this change process. I note that the team at OFW has been involved in various meetings around the WIRC changes however we do need to discuss the impact on the existing OFW operations and any changes to duty statements.

Jackie will make a time soon.

96

Cheers

nic

From:

Sent: Monday, 11 November 2013 4:59 PM

To: Manikis, Nic

Cc: Winter, Jancye; Dallen, Carleigh; Bamford, Michelle; Clinch, Jolene

Subject: OFW - WIRC changes

Hello Nic

Thanks for the opportunity to comment on this document and the WIRC timeframe.

I note that the OFW has not previously been involved in any planning for the proposed delivery options for the WIRC functions nor for accommodation changes, nor had an opportunity to be part of a formal conversation on how these changes will affect the team.

I propose that as a matter of urgency that the new OFW team formally meet with you and Jancye to discuss how these changes will affect the overall OFW workload and our individual duty statements. As afforded to WIRC staff – the Union should also be involved.



From: Manikis, Nic

Sent: Monday, 11 November 2013 3:28 PM

To:

Subject: wirc Current Services

For your comments please.

Cheers

nic

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Bamford, Michelle

From: Bamford, Michelle
Sent: Monday, 11 November 2013 6:40 PM
To: Manikis, Nic
Cc: Mbonzi, Jackie; Winter, Jancye
Subject: FW: M 13 - 2094 Kate Lundy Correspondence - WIRC
Attachments: M-13- 2094 Tracker sheet Letter Kate Lundy correspondence WIRC.docx; M-13- 2094 Letter Kate Lundy correspondence WIRC (1).docx

Nic

Just wondering where this brief is up to – it does not seem to have been updated on TRIM.

Cheers Michelle

Michelle Bamford | Senior Policy Officer
Phone: 6205 0515 | Fax: 6207 0592 | Email: michelle.bamford@act.gov.au
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From: Bamford, Michelle
Sent: Friday, 8 November 2013 12:27 PM
To: Manikis, Nic
Subject: M 13 - 2094 Kate Lundy Correspondence - WIRC

Nic

Please find attached the draft letter to Senator Kate Lundy for your clearance.(M-13- 2094). I have not uploaded anything onto TRIM yet.

Cheers Michelle

Michelle Bamford | Senior Policy Officer
Phone: 6205 0515 | Fax: 6207 0592 | Email: michelle.bamford@act.gov.au
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Baker, Fiona

From: Manikis, Nic
Sent: Monday, 11 November 2013 3:28 PM
To: Baker, Fiona; Bamford, Michelle
Subject: wirc timeframe
Attachments: wirc timeframe.doc

Fiona/Michelle

For your comment/additions please.

Cheers

nic

DRAFT TIMEFRAME for implementing the relocation of

Womens information and referral services and programs

31 January 2014	Lease for WiRC office space on London Circuit expires.
17 – 30 January 2014	Make good the WiRC office accommodation ready for handing back to building owner.
20 December 2013	Previous WiRC functions formally commence in the Theo Notaras Multicultural Centre. - Phone line - Referral service - Library books (in Theo Notaras Multicultural Centre or Civic Library) - computers (client access) - Return to Work - Relevant publications in place at Children and Family Centres, Gateway, and Therapy ACT. Office for Women staff and WiRC staff (to be redeployed) relocated to Theo Notaras Multicultural Centre.
16-19 December 2013	relocate furniture, computers, the phone line, publications and possibly the Library, from WiRC office to Theo Notaras Multicultural Centre. An alternative location for the WiRC books may be the Civic Library.
13 December 2013	Last course scheduled to be delivered at the WiRC office. Future courses to be delivered/coordinated by Office for Women from Theo Notaras Multicultural Centre or by an community organisation.
12 December 2013 (Tbc)	Function to recognise WiRC staff and past achievements.
14 November 2013	Meeting with WiRC staff to continue discussions new service model meeting will continue weekly until the Centre office closes or as required.
16 Oct -22 Nov 2013	Work with HR to place 3FTEs in other roles - 0.5FTE WiRC officer and <i>Return to Work Officer</i> (RTWO) to relocate to Theo Notaras Multicultural Centre as part of Office for Women (Community Participation Group). It is proposed that the RTWO would have a day in each of the three Children and Family Centres during the week.
31 October 2013	Arrange accommodation for WiRC services in the Theo Notaras Multicultural Centre:

30 October 2013

Meeting with WIRC staff to discuss new service model

28 -31 October 2013

Discussions with the following organisations to take up WIRC services such as coordinating and/or delivering DV support group work, development courses on topics such as legal, financial literacy and health:

- Supportlink – Tony Campbell (funded by AFP)
- Children and Family Centres
- ACT Libraries
- Gateway NDH
- DVCS
- YWCA
- Womens Centre for Health Matters
- Womens Legal Centre

28 October 2013

Meeting with CPSU cancelled by the CPSU and rescheduled for 29 October 2013

25 October 2013

Meeting with representatives from the local women's sector

25 October 2013

Email from CPSU requesting an urgent meeting

24 October 2013

Meeting with WIRC staff to discuss new service model.

18 October 2013

Meeting with representatives from the local women's sector

16 October 2013

Meeting with WIRC staff to discuss new service model

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Baker, Fiona

From: Manikis, Nic
Sent: Monday, 11 November 2013 3:28 PM
To: Baker, Fiona; Bamford, Michelle
Subject: wirc Current Services
Attachments: wirc Current Services.doc

Fiona/Michelle

For your comments please.

Cheers

nic

#	Current Services	Status	Delivery Options
1.	Support groups for women affected by domestic violence, sexual assault and relationship separations	<u>Transfer to Sector</u>	Community organisations to work collaboratively to offer this service with one non government agency coordinating (eg. DVCS, YWCA and WCHM). These organisations have in-house skilled workers who could deliver the service. (cost approx \$10,000).
2.	Women's personal and professional; development courses	<u>Transfer to Sector</u>	A relevant community organisation to coordinate the delivery of all courses through relevant community and professional organisations. For example, the YWCA, WLCs and WCHC could deliver subject specific courses and training. (cost approx \$15,000).
3	Telephone information lines and direct contact with clients	<u>Retain</u>	<u>Community Participation Group (Office for Women)</u> located in the <i>Theo Notaras Multicultural Centre</i> to operate a central hub for women's services. An appropriately staffed telephone line and confidential meeting room for face-to-face contacts will be available in this facility.
4.	Provision of a range of publications Access to printed resource material and books supportive of information needs – a borrowing library Access to computers and internet	<u>Retain</u> (however, existing <i>WiRC library</i> could be transferred to <i>Civic Library</i>)	<u>Community Participation Group (Office for Women)</u> located at the <i>Theo Notaras Multicultural Centre</i> would maintain the library at this location and generate publications for distribution to outreach locations such as the Child and Family Centres, Therapy ACT and First Point/Gateway. The Office for Women would also: (a) provide access to computers and internet from this central location but would also explore opportunities for such access to be available to women at outreach locations; (b) explore feasibility for development of a phone app (prevention of violence information in the ACT); and (c) Inform enhancements to internet site and provide additional scripts to Canberra Connect and ultimately transfer service to single Human Service operation.

	Information sessions Public Outreach through community organisations, network meetings, and guest speakers at events and workshops	<u>Retain</u>	Appropriately trained staff in the Community Participation Group to be available to deliver information sessions or would buy-in specialist presenters from time to time depending on the topic.
6.	Support for Women wishing to re-enter the workforce – Return to Work Grants Program	<u>Retain</u>	The Return to Work Officer in the Community Participation Group (Office for Women) to arrange to visit the three Child and Family Centres each week. The Return to Work Officer will be based in the <i>Theo Notaras Multicultural Centre</i> .

Bamford, Michelle

From: Bamford, Michelle
Sent: Friday, 8 November 2013 12:15 PM
To: Manikis, Nic
Cc: Baker, Fiona
Subject: M-13-2058 Mary Porter Correspondence - WIRC
Attachments: M-13-2058 Tracker sheet.docx; 131107 BRIEF Mary Porter correspondence - WIRC.docx; 131107 Letter to Mary Porter.docx

Nic

I have prepared a draft response to M-13-2058 Mary Porter Correspondence – WIRC for your consideration and clearance.

The letter has been based the response on the previous letter to |

4/ I have also noted that 4/ will shortly receive a letter from Minister Burch clarifying the future of WIRC (M-13-2097).

I will send M-13-2094 – Kate Lundy correspondence shortly and then will move onto M-13- 2099

4/ Correspondence – WIRC.

Additionally, do you want changes to (M-13-2022 – WIRC stats breakdown).

Cheers Michelle

Michelle Bamford | Senior Policy Officer

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

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Contacts

- In 2012-13, Women's Information and Referral Centre (WIRC) staff responded to 12,375 contacts (occasions of service) are breakdown of the contacts are:
 - Telephone: 5,693;
 - Face to face scheduled appointments: 398;
 - Drop in visits: 1,698;
 - Fax, post, email: 3,477;
 - Library and Internet: 380; and
 - Courses, support groups and/or information session attendees: 729.
- Of the 12,375 contacts:
 - 0.76% identified as men;
 - 6.95% from a culturally and linguistically diverse background;
 - 0.76% from an Aboriginal or Torres Strait Islander background;
 - 2.19% identified as being over the age of 55 years;
 - 0.97% identified as having a disability; and
 - 1.34% identified as being under the age of 25 years.
- In 2012-13, 14, 879 client issues/ information were raised. The top ten issues raised were:

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

Courses, Support groups, Information sessions and Workshops facilitated by WIRC

- In 2012-13, Women's Information and Referral Centre (WIRC) staff facilitated:
 - 12 courses;
 - eight support groups (five of were partnerships with ACT community organisations);
 - 19 information sessions; and
 - eight workshops.
- Of the courses, support groups, information sessions and workshops facilitated by WIRC during 2012-13:
 - all support groups and information were free to participants;
 - participants paid to attend 11 courses and one course was free to participants; and
 - participants paid to attend seven workshops and one workshop was free to participants.

Women that hold a Healthcare Card and/or pension card can apply concession to attend a course facilitated by WIRC.

- The total revenue generated for 2012-13 for courses and workshops facilitated by WIRC was \$12,330 and the expenditure was \$11,287.

The total expenditure does not include WIRC staffing costs to plan and administer the courses and workshops.



Date	November 2013
To	Minister for Women • Director-General • Deputy Director-General
From	Director, Community Participation Group
Subject	WIRC STATS BREAKDOWN

Critical Date

STANDARD

Purpose

To provide you with the demographic breakdown of the data collected on the number contacts to the Centre, including the participants attending both fee and non fee courses.

Background/Issues

The Women's Information and Referral Centre (WIRC) was established in 1978 as a shopfront style to provide free information and referral service on a range of issues in a supportive and confidential environment.

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 Office for Women, 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.

Since September 2013, the Community Services Directorate has commenced implementing a re-design of the Centre, this included:

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

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In 2012-13, WIRC responded to 12,470 contacts (a contact is defined as an 'occasion of service'), in addition provided 12 courses, eight support groups, 19 information session and eight workshops on a range of topics such as assertiveness and self-esteem, speaking and communication skills.

At **Attachment A** details of the data include:

- 2012-13 Women's Information and Referral Centre's contacts; and
- 2012-13 courses, support groups, Information sessions and workshops.

Recommendation

That you:

- **Note** the information in the brief and at **Attachment A** regarding the data collected by the Women's Information and Referral Centre.

Ext 50522

Nic Manikis
Director, Community Participation Group

NOTED/ AGREED/ NOT AGREED/ PLEASE DISCUSS

Minister for Women
Joy Burch MLA
November 2013

Baker, Fiona

From: Sermeno, Flor
Sent: Thursday, 7 November 2013 11:39 AM
To: Baker, Fiona; Bamford, Michelle
Subject: Email info
Attachments: wirc redesign ideas v2.docx

Hi Fiona & Michelle,

This is the name of the person from Union rep Elizabeth.spence@cpsu.org.au

Also attached is the document I mentioned. I started early this year, Biljana and myself worked on it. This is the latest one I have included other ideas over the weekend integrating some of the later developments.

Happy to meet with you two next week. Also Biljana has lots of knowledge to share. Think if you want to include her and check if she want to come.

Kind Regards,

Flor

Flor Sermeno /Assistant Manager / Women's Information & Referral Centre
Ph: 02 6205 1076/ Fax: 02 6205 1077
Community Participation Group/ Community Services Directorate /ACT Government
Ground Level 13 London Cct Canberra City/ GPO Box 158 Canberra ACT 2601/ www.women.act.gov.au

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Bigana

Sent this to Fiona Baker.

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WIRC History

The women's Information and Referral Centre (WIRC) was established as a shop front information service in 1978 by the Office of Women's Affairs, part of the Commonwealth Department of Home Affairs and Environment. In 1983 it moved into the Department of Prime Minister and Cabinet. In 1985 WIRC was transferred to the ACT Administration where it was administered within the Department of ACT Health and the Chief Minister's Department before being transferred to the Department of Urban Services in 1995. In July 2006 it was transferred to the Department of Disability, Housing and Community Services and was re-established as a unit of the ACT Office for Women – almost full circle from where it started in government.

Women's Information and Referral Centres across Australia

Most Women's Information Services across Australia were founded in the early 1980's. All except WIRE in Victoria are units of local Government. None of them provide personal and professional development courses for women, but some have free education sessions or information seminars. Some are only telephone based services. Here is a brief overview:

Victoria – "Wire"

- Detailed website
- Support and referral available over the phone, in person or live online chat
- Phone 9am -5pm; drop in 10.30 – 5pm
- E-bulletin
- Wire Information sheets:
 - Violence Against Women
 - Family Relationships
 - Health & Well-Being
 - Housing for Women
 - Legal
 - Money
 - Work-Life Balance
- Free computer/internet
- NGO
- Undertake advocacy, research and project work on variety of issues affecting women
- Free education programs for women e.g. job coaching, computer classes or info seminars – also training programs for service providers
- www.wire.org.au

Queensland – "Women's Infolink"

- Information and referral over the phone on government and non-government organisations supporting women
- Available 8am – 6pm
- Online 'find a service' function – search for contact details of services relevant to women and girls, filtering by key words and region
- Info sheets available online
- <http://www.communities.qld.gov.au/women/about-us/womens-infolink>

South Australia – “Women’s Information Service”

- Provides information over the phone and in person
- Government service
- Services:
 - Family Court support (volunteer accompanies women to court)
 - Free legal-linkup (Tuesday 6-8pm, basic legal advice over the phone from female lawyer)
 - Free internet access and regularly runs IT Information sessions
- Comprehensive volunteering program for the shopfront, community engagement and family court support work, with training etc
- Very limited information online
- Shopfront open Mon, Tues, Thurs, Fri 10am – 4pm; phone M-F 9-5
- <http://www.wis.sa.gov.au/>

NSW – “Women’s Information and Referral Service”

- Run as a partnership between ‘Law Access NSW’ (Govt) and ‘[FBA] or [FDA] Health’ – when call, automated message says that you will be put through to a Law Access customer service representative
- No online information

Western Australia – “Women’s Information Service WA”

- Staffed by ‘fully trained’ volunteers
- Telephone only service – M-F, 9-5
- Women’s Services Directory available online or hard copy
- <http://www.communities.wa.gov.au/women/information/service/Pages/default.aspx>

Tasmania

- No longer a government information service, rang Women’s Legal Tasmania and they said there was no similar generalist service either government or non-government
- http://www.dpac.tas.gov.au/divisions/cdd/for_and_about/women

Northern Territory – “Women’s Information Service (WiSe)”

- Information and referrals over the phone and in person (one employee only who may not always be in the office, appointments preferred)
- NT Government service, under Health Department
- http://www.health.nt.gov.au/Womens_Health/Womens_Information_Services_WiSe/index.aspx

Restructure of WIRC staffing to meet emerging needs

In the first half of 2012 WIRC undertook a restructure of some of the positions to best respond to emerging needs of the Courses for women program, as well as the Return to Work Program. During the second half of 2010 changes were introduced to the course fee processing, which involved centralised ACT Government financial processing such as Accounts Receivable invoice-raising, establishment and upkeep of financial data base, tracking of payments, private receipting for personal payments to maintain client's confidentiality and increased client and agency contact to determine all information required. This had a significant impact on the workload of the Course Coordinator, to the detriment of her capacity to provide information and referral services to women. In consultation with Finance and Budget, to effectively address this issue, the 10 hour per week allocation to Courses for Women was separated from the Information Officer position, and a new Finance Officer (ASO4) position was created. This position has very effectively addressed all financial processing relating to the courses and has provided streamlined support to the service in other areas such as general invoicing, data base entry and petty cash processing. At this time the Information Officer role was redefined to create two part time Information Officer Positions (ASO 4, 22 hrs per week) within existing hours, which also absorbed the Course Coordination Role. This has proven very effective for the Centre and it has increased the centre's capacity to provide more courses and information sessions. The Women's Returning to Work Grants Coordinator position was increased from 18 to 24 hours per week to focus on further program promotion and to support the increased annual target from 140 to 160 grants.

Outsourcing of Courses program

A review of the Women's Information and Referral Centre was undertaken in October 1998 by a consultant, Ms Leigh Cupitt, commissioned by the Information Planning and Services Branch in the Department of Urban Services. The Executive Summary of this report stated that:

"No evidence was found which would suggest any advantage in outsourcing WIRC. In fact, ACT Library and Information services could benefit from greater use of WIRC's expertise and resources"

A recommendation contained in this report was:

"..that WIRC remain a women's service with its core business as the delivery of information and referral services."

The report's final recommendation was:

"..that the service delivery model of the course program be reviewed over the next three to six months. Particular attention should be paid to analysing the courses against WIRC's model of information delivery".

An internal review of courses arranged by the WIRC was undertaken in April 1999 that proposed packages of courses were offered for bidding to respondents of initial calls for expressions of interest. The courses were then outsourced to the YWCA in 2000 and then they were outsourced again to Belconnen Community Service in 2003. After an unsuccessful review of courses provision by Belconnen Community Service undertaken by Department Urban Services the courses were returned to WIRC in 2006.

WIRC Statistics Collection

WIRC uses a computerised data collection system to collect information to measure the activities of the Centre and record the number of occasions of service. An occasion of service is a specified instance of an act of service involved in the service provision to a client including any request for

information or referral from a service user or a service provider which involves an interaction with a staff member. Follow up service provision ensuing from an established occasion of service is not counted as a separate occasion of service.

A Weekly tally form is used to capture on a daily basis, the occasions of service, which may include:

- telephone
- face-to-face appointment
- face-to-face drop-in-visit
- Email
- Fax
- Post
- Library use
- Internet use

The issues and/or the information provided are also recorded. This information provides an indication of trends and levels of interest in potential services, or courses.

Information is recorded on client background as defined by client, whenever possible or appropriate. This includes clients from culturally and linguistically diverse background, Aboriginal and Torres Strait Islander background, ageing (over 55 years old), youth (under 25 years old) and clients with disabilities.

On a monthly basis, each WIRC staff member manually collates the weekly tally sheets for entry into an excel database. Monthly statistics are submitted to Manager WIRC for checking.

A monthly report is generated including the total number of occasions of service. Monthly reports are due by the 15th of each month for inclusion into the Senior Director brief.

Monthly reports are collated into quarterly reports, which are submitted to the Manager, Office for Women for inclusion in the Performance Measure Report – Output 3.2. The annual figure is reported in the Annual report reflecting the financial year statistics.

Other information recorded electronically in the monthly reports includes the following activities:

- Promotion and Interagency – staff members' attendance at interagency meetings or forums is recorded as one occasion of service.
- Information Session – Information Sessions on a specific topic (other than general promotion), conducted or organised by WIRC. Participants and number of sessions are recorded.
- Groups – The average number of support group participants is recorded, as well as the number of sessions offered.
- Courses - the average number of course participants is recorded as well as the number of course sessions offered.

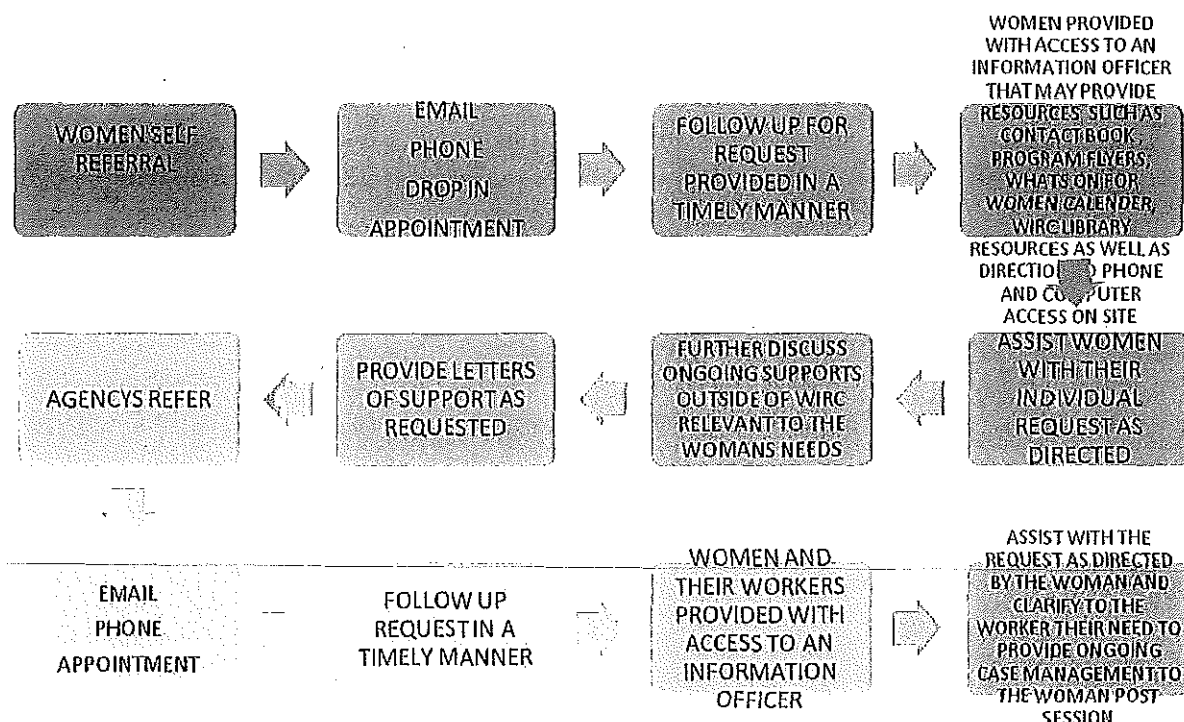
The total number of Occasions of Service for 2011/12 was 12,652. WIRC has 4 full time equivalent positions. Two of the positions, Finance Officer ASO4, 10 hrs per week and Return to

Work Grants Coordinator ASO 5, 24 hrs per week, do not include Information Officer duties as part of their position description. This should be taken into account when analysing data per staff member annually. Also weekends, public holidays and staff leave should not be counted.

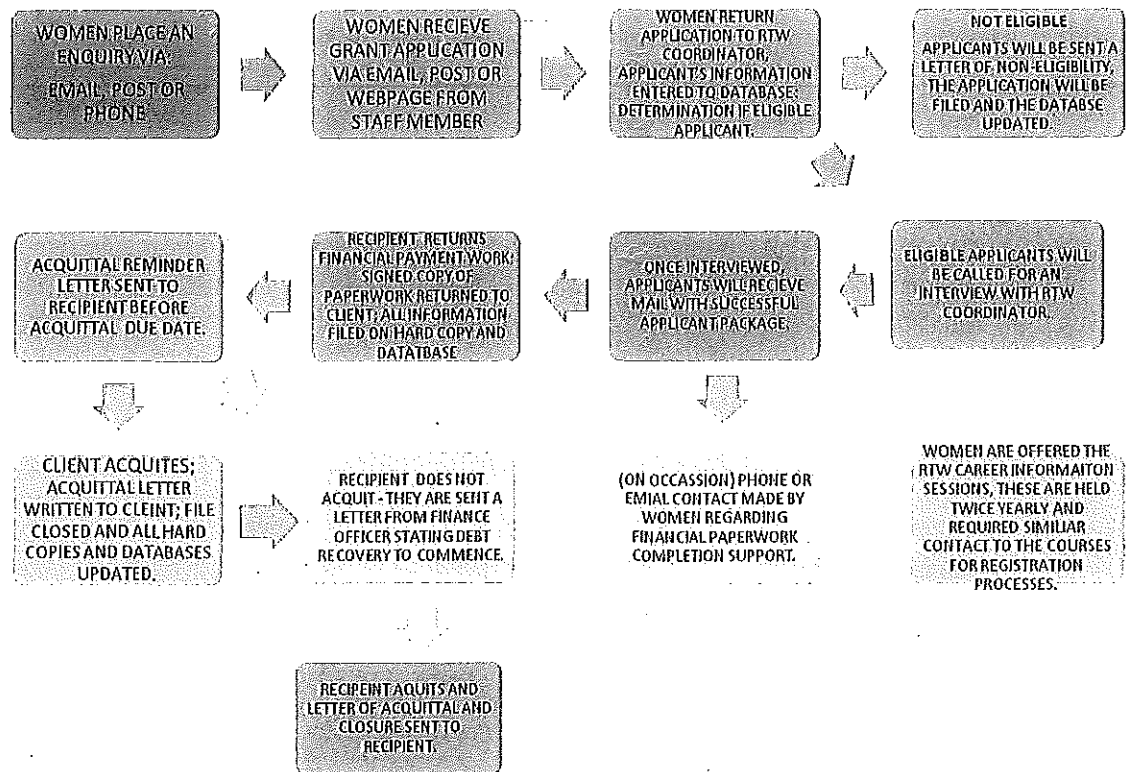
WIRC does not record contacts, meetings, interviews and ongoing liaison with Course facilitators or Group leaders as occasions of service. Furthermore, contacts and meetings with community or government services to organise partnerships, information stalls or outreach sessions are also not recorded as occasions of service. The number of attendees at various information or outreach sessions provided by WIRC is also not counted.

Any quantitative analysis of WIRC data needs to also be supported by qualitative analysis. Here is some graphic representation of Occasions of service and the ensuing contacts that typically flow from the established occasion of service:

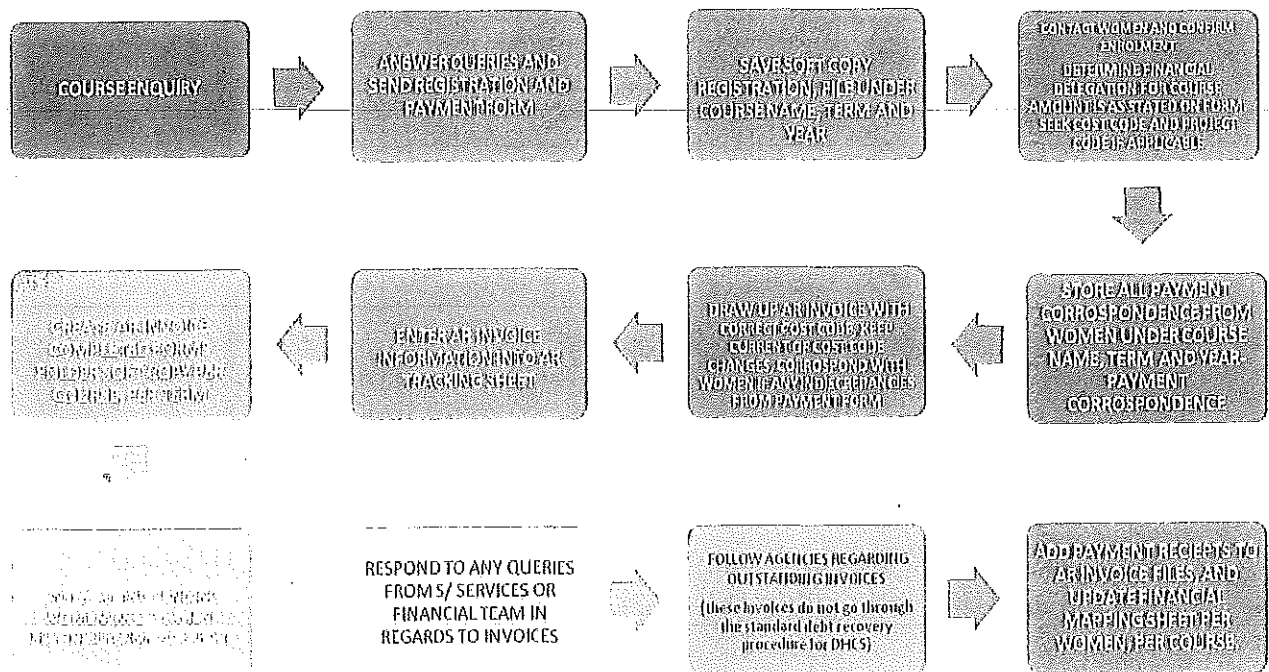
GENERAL INQUIRY FLOW CHART



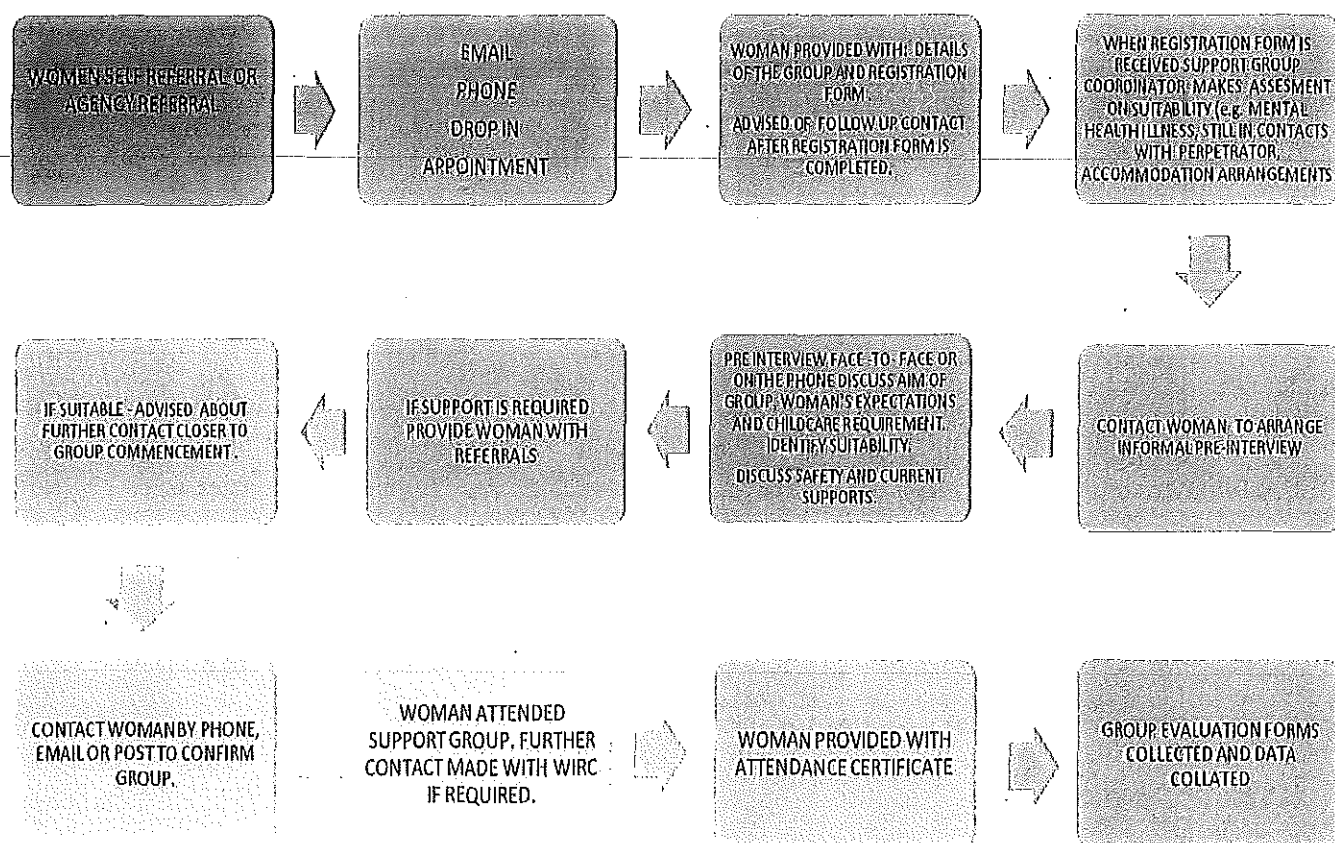
WOMEN'S RETURN TO WORK GRANT ENQUIRY TO COMPLETION OF APPLICATION



COURSES FOR WOMEN AND ENSUING FINANCIAL PROCESS [Only initial enquiry is a recorded Occasion of service]



DOMESTIC VIOLENCE SUPPORT GROUP FLOW CHART



WIRC Service Provider and Client Satisfaction Surveys

Both of these surveys are carried out annually and are analysed and reported by Data and Research. The rates of satisfaction by both clients and service providers are consistently high: **Overall Service provider satisfaction over the last 4 years is 95% and Client satisfaction is 87%.** The tables below provide analysis of the surveys over the last four years.

Nature of the service provided by organisations responding to the survey

	2009	2010	2011	2012	Average
Government	11%	7.06%	8.50%	10%	9%
Accommodation	13.00%	9.41%	14.90%	10%	12%
Crisis	10.90%	4.71%	12.80%	11.43%	10%
Community	37%	25.90%	40.40%	28.57%	33%
Health	17.40%	10.59%	23.40%	10%	15.35%
Family Support	13%	15.30%	21.30%	8.57%	15%

Women's Services	21.70 %	15.30 %	27.70 %	15.71 %	20%
Counselling	26.10 %	11.76 %	25.50 %	5.71%	17%
Education	10.90 %	0%	0.00%	0%	3%
<i>Service providers typically listed multiple service types in response to this question therefore percentages may sum to more than 100%</i>					

Physical location of the service organisations responding to the survey

	2009	2010	2011	2012	Average
Belconnen	30.40 %	5.88%	8.90%	23%	17%
Weston	6.50%	3.92%	6.70%	0%	4%
All of ACT	2%	15.69 %	13.30 %	8%	10%
North Canberra	13%	22%	33.30 %	30%	24%
Tuggeranong	7%	8%	2.20%	3%	4.76%
South Canberra	7%	22%	8.90%	10%	12%
Gungahlin	4%	2%	6.70%	3%	4%
Woden	9%	14%	11.10 %	13%	12%
Queanbeyan	7%	8%	8.90%	8%	8%
City	13.00 %	0%	0%	0%	3%

Overall Service provider satisfaction

	2009	2010	2011	2012	Average
Very Satisfied or satisfied	100%	94.7%	91.3%	95%	95%
Neither Satisfied nor dissatisfied	0%	5.36%	8.70%	5%	5%
Dissatisfied	0%	0.00%	0.00%	0%	0%
Very dissatisfied	0%	0.00%	0.00%	0%	0.00%

Frequency of referrals to WIRC

	2009	2010	2011	2012	Average
Very often	4.70%	16.36 %	8.70%	0%	7.44%
Often	27.90 %	25.45 %	39.13 %	43.59 %	34.02%
Occasionally	55.80 %	50.91 %	41.30 %	48.72 %	49.18%

Rarely	11.60 %	7.27%	10.87 %	7.69%	9.36%
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WIRC services used by service providers

	2009	2010	2011	2012	Average
Telephone information	43.40 %	50.90 %	56.50 %	32%	45.68%
Website	30.40 %	52.60 %	43.50 %	36%	40.68%
Information sessions	13.00 %	19.30 %	26.10 %	32%	22.58%
Referral to another service	19.60 %	36.80 %	28.30 %	36%	30.23%
Community Calendar for women	82.60 %	77.20 %	82.60 %	55%	74.43%
Support groups	39.10 %	0.00%	0.00%	0%	9.78%
Courses for women	56.50 %	56.10 %	58.70 %	40.40 %	52.93%
<i>Service providers typically listed multiple service types in response to this question therefore percentages may sum to more than 100%</i>					

WIRC services that would benefit clients

	2009	2010	2011	2012	Average
Self-esteem/assertiveness	76.60 %	68.40 %	71.70 %	49%	66.45%
Wellbeing	66.00 %	68.40 %	67.40 %	56%	64.48%
Stress management	57.40 %	61.40 %	69.60 %	42%	57.63%
Financial issues	53.20 %	66.70 %	67.40 %	49%	59.10%
Anger management	53.20 %	50.90 %	60.90 %	40%	51.35%
Workplace issues e.g. Bullying, communication	23.40 %	31.60 %	41.30 %	25%	30.23%

Overall Client satisfaction

	2009	2010	2011	2012	Average
Very Satisfied or satisfied	88%	92.80%	84.70%	84%	87%
Neither satisfied or dissatisfied	11.50%	7.20%	11.10%	10%	10%
Somewhat dissatisfied			2.80%		3%

Very Dissatisfied			1.40%		1%
Don't know/not applicable to me				6%	6%

Likelihood of recommending WiRC to others

	2009	2010	2011	2012	Average
Definitely	87.80%	82.61%	88.20%	84%	86%
Probably	10.20%	15.94%	9.20%	16%	13%
Probably not or not	2%	1.45%	1.30%	0%	1%
No	0%	0%	1.30%	0%	0%

Services used by respondent

	2009	2010	2011	2012	Average
Telephone Information referral	38%	36.48%	40.27%	47%	41.3%
Face to face Information referral	23%	28.37%	16.66%	24%	22.8%
Calendar for women	66%	58.45%	62.50%	55%	58.7%
WiRC Courses for women	42%	29.72%	35%	35%	33.2%
Library & Computer resources	34.00%	27%	37.50%	29%	31.3%
WiRC Support Group & Info Sess	28.20%	31.08%	32.00%	36%	32.9%

Note: Percentages may sum to more than 100% because clients may use more than one service

Age of respondents

	2009	2010	2011	2012	Average
18-29		4.33%	7.00%	6%	5.8%
30-44	22%	30.98%	31.00%	8%	23.3%
45-54	38%	28.17%	29.60%	20%	25.9%
55-64	30%	22.54%	31%	47%	33.5%
64 and over	10%	14.08%	0%	20%	11.4%

Residence based on postcode

	2009	2010	2011	2012	Average
Belconnen		21.50%	23.30%	30%	24.9%
City		N/R*	19.20%	32%	25.6%
Woden/Weston/Inner South		52.80%	23.30%	18%	31.4%
Tuggeranong		20.00%	20.50%	14%	18.2%
Interstate		5.70%	13.70%	6%	8.5%

Possible savings WIRC could contribute towards in future Budget planning

SAVINGS TO BUDGET 2013-14 PROPOSED BY WIRC

Courses Cost

	P/Term	P/Year	Current	%
1 day workshop	\$540 X 2 = 1080	\$5360 (8)		
4 wk course	\$795 X 1 = 795	\$4220 (4)		
6 wk course	\$1155 X 2 = 2310	\$12360 (8)		
TOTAL		\$21,940	\$35,000	\$13,060 37%

Increase course fees to increase revenue (\$8,000 current amount)

Calendar

Printing Cost p/semester	\$4239 (p/semester)	\$8478		
Postage cost	\$1000 – approximate	\$2000		
Envelope	\$1094	\$1094		
TOTAL				\$ 11,572 100%

Available electronic copy only.

Rental of Property

Higher end of non commercial rate in the City approximate	\$4,000	\$32,500
\$48,000p/y CURRENT	\$80,500	40.4%

TOTAL \$ 57,132

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Baker, Fiona

From: Manikis, Nic
Sent: Tuesday, 5 November 2013 3:19 PM
To: Baker, Fiona; Bamford, Michelle; Clinch, Jolene
Subject: wirc brief
Attachments: wirc brief.docx



Organisation-In-Confidence

Date 25 September 2013

To Minister for Women
Director General
Deputy Director-General

From Executive Director Policy and Organisational Services

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 endorsement of the change process described in this brief to enhance 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.

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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;
- (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;

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- (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.

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

AGREED / NOT AGREED / NOTED

Joy Burch MLA
Minister for Women

Bamford, Michelle

From: Bamford, Michelle
Sent: Tuesday, 5 November 2013 12:23 PM
To: Sermeno, Flor; Rope, Rosemary
Cc: Baker, Fiona; Manikis, Nic
Subject: WIRC Stats
Attachments: 131024 WIRC 2012-13 Contacts V1.xlsx

Good Afternoon Flor and Rose

I am preparing a brief for the Minister on WIRC stats, including information on courses, support groups and information sessions.

I have attached a spreadsheet that includes the data on:

- contacts; and
- courses, support groups and information sessions.

The data on the courses, support groups and information sessions has been provided in last year's Quarterly Reporting.

Can you please update the cells I have highlighted in yellow and change the information if it is incorrect? (do not change any information that is in red text.) Please get back to me ASAP – tomorrow afternoon at the latest.

Cheers Michelle

Michelle Bamford | Senior Policy Officer

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

Community Participation Group | Office for Women | Community Services Directorate | ACT Government
 Level 4, 11 Moore Street Canberra City | GPO Box 158 Canberra ACT 2601 | www.act.gov.au



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FIRST QUARTER						
SUPPORT GROUPS, COURSES, WORKSHOPS AND INFORMATION SESSIONS	ENROLMENTS	NUMBER OF SESSIONS	FEES	NO FEES	COST OF RUNNING THE SESSION	TOTAL PARTICIPANTS
Seven Types of Busy	19	4	\$80 per person			17
Self Esteem and Assertiveness	9	6	\$80 per person			8
Communication Skills and Rapport	12	1	\$100 per person			12
Domestic Violence Support Group	10	8		X	\$2,273	6
Thinking Thursday - Presentation Skills	33	1		X	\$132	33
Thinking Thursday - Presentation Skills - Repeat	33	1		X	\$132	33
Thinking Thursday - Listening for Strength	33	1		X	\$132	33
Family Law Information Session - Women's Legal Centre	12	1		X	NIL	6
Taming your Finances - CARE	12	1		X	NIL	10
						158

SECOND QUARTER						
SUPPORT GROUPS, COURSES, WORKSHOPS AND INFORMATION SESSIONS	ENROLMENTS	NUMBER OF SESSIONS	FEES	NO FEES	COST OF RUNNING THE SESSION	TOTAL PARTICIPANTS
Your Self Worth and Wellbeing	11	4				10
Negotiating Skills for the Workplace	8	1				8
Financial Empowerment	7	2	\$100 per person			5
Moving On After Separation	16	8		X	\$3,275	12
Self Esteem After Domestic Violence	16	6				15
Thinking Thursday - The Happiness Experiment	35	1		X	\$132	33
Thinking Thursday - Effective Ways of Dealing with Change	35	1		X	\$132	33
Return to Work - Career Information Sessions	14	4				11
						127

THRID QUARTER						
SUPPORT GROUPS, COURSES, WORKSHOPS AND INFORMATION SESSIONS	ENROLMENTS	NUMBER OF SESSIONS	FEES	NO FEES	COST OF RUNNING THE SESSION	TOTAL PARTICIPANTS
The Five Secrets of Self Confidence	17	1	\$100 per person			17
Emotional Mastery	15	5	\$80 per person			13
Improving your Relationships for Life	14	1				11
Assertiveness and Conflict Management - After separation	6	6				6
Public Speaking for Women	16	1	\$100 per person			16
It is Time to Talk - Domestic Violence Support Group	12	8		X	\$2,830	9
Thinking Thursday - Getting Organised-Back in Control	38	1		X	\$132	33
Thinking Thursday - The Benefits of Mentoring	35	1		X	NIL	35
Relationship Separation Legal Session - Womens's Legal Centre	12	1		X	NIL	8
Financial Friday	10	1		X	\$240	8
Careeer Information Sessions - Return to Work	24	4				15
						171

FOURTH QUARTER						
SUPPORT GROUPS, COURSES, WORKSHOPS AND INFORMATION SESSIONS	ENROLMENTS	NUMBER OF SESSIONS	FEES	NO FEES	COST OF RUNNING THE SESSION	TOTAL PARTICIPANTS
Managing Change	10	2				8
The Five Secrets of Self Confidence	8	1	\$100 per person			7
Negotiating with Emotional Intelligence	15	1	\$100 per person			13
Healthy Relationships	10	4	\$80 per person			7
Healthy Relationships 2	9	3	\$80 per person			6
Self Esteem and Assertiveness		6				6
Self Esteem and Assertiveness for Carers		6				6
Self Esteem and Assertiveness Gunyah Partnership		6				10
Self Esteem and Assertiveness for Carers		2				8
It is Time to talk - Domestic Violence Group	11	8		X	\$2,780	7
Domestic Violence Partnership Gunyah	15	8		X	\$195	15
Domestic Violence Partnership NorthSide Community Services	15	3		X	NIL	15
Thinking Thursday- Interactive Presentations	33	1		X	\$132	33
Thinking Thursday - Building Resilience in the workplace	35	1		X	\$132	33
Thinking Thursday - Building resilience in the workplace - repeat	30	1		X	\$132	28
Thinking Thursday - Overcoming Procrastination	33	1		X	\$132	30
Relationship Seperation - Women's Legal Centre	10	1		X	NIL	10
At Home Business Seminar with Lighthouse	20	1				19
Financial Independence	12	1		X	\$240	12
						273

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Baker, Fiona

From: Sermeno, Flor
Sent: Tuesday, 5 November 2013 10:19 AM
To: Baker, Fiona
Subject: FW: 131030 WIRC MEETING NOTES
Attachments: 131030 WIRC MEETING NOTES.docx

Hi Fiona,
Changes proposed in red.

Cheers,
Flor

From: Baker, Fiona
Sent: Thursday, 31 October 2013 12:24 PM
To: Sermeno, Flor
Subject: 131030 WIRC MEETING NOTES

Hi Flor

Please can you have a look at this today and make any amendments so I can send to Nic tomorrow

Thanks Fiona

MEETING NOTES

Meeting with Mr Nic Manikis, Director, Community Participation Group (CPG) and Women's Information and Referral Centre (WIRC) staff

held at 11.30 am, 30 October 2013 at the Women's Information and Referral Centre

Present: Nic Manikis, Director, CPG, Biljana Petrova, Manager (WIRC)
Flor Sermenou, Assistant Manager WIRC, Rebecca Adams, Return to work Co-ordinator and Fiona Baker, Senior Policy Officer, Office for Women (OFW).

Apologies: Rosemary Rope, Information Officer, WIRC, Chikee Bejar, Finance Officer, WIRC.

Matters Discussed:

Employment

- Mr Manikis reiterated the Community Services Directorate commitment that WIRC employee affected by changes to the service delivery model will continue to be employed within the ACT Public Service.
- He advised that he is actively seeking employment opportunities within CSD.
- If no positions can be identified, then affected staff will become excess officers and have a choice of positions across the ACT government.
- Ms Petrova noted that information to WIRC staff on how they will be affected by the changes to WIRC has not been well communicated.

Timeframe

- Mr Manikis spoke to a draft timeframe to transition WIRC functions to the Theo Notaris Multicultural Centre:

11/12/13	Final Domestic Violence Support Group (evening)
13/12/13	Final Your Self Worth Workshop
18/12/13 or 12/12/13	Proposed dates for WIRC 'Wrap up' function
16/12/13-19/12/13	Pack up and move to Theo Notaris Centre
20/12/13	WIRC and Return to work (RTW) functions to be available at the Theo Notaris Centre
31/01/14	WIRC premises lease expires During January 2014, CSD will need to 'make good' the premises (likely take 2-3 weeks)

'Wrap up' Function

- Mr Manikis asked WIRC staff to provide him with advice on their preferred date and style of this function and advised that catering costs are available.
 - Team decision not explored yet.

Accommodation at Theo Notaris Multicultural Centre

- Mr Manikis advised that space is being made available to accommodate WIRC functions include meeting space and space for the library.
- WIRC staff to advice on options for the future location of the WIRC library.
 - Donate relevant books to WIREDD and remaining books to Lifeline.
- Issues related to the logistics of the pack up and move were discussed. WIRC to provide advice highlighting any specific issues.
 - Contact area in charge of coordinating ACT Government relocation to work on a plan.

'What's On for Women' Calendar

Mr Manikis agreed that for the January – June 2014 Calendar that online and printed versions remain available and the current distribution strategy remain in place.

- Agreed to discuss alternative options for future editions at a later date.
 - Idea - to seek business partnerships and have a quarterly insert on the Chronicle (IWD Model) with same level of information and eligibility criteria for information entry. Accessible to vulnerable people and low cost.

Support to women

- Ms Sermeno raised concerns about delivering a quality service for women, specifically raising the need for appropriate training for relevant CPG staff who may be delivering this service. Risk and Government's liability were raised.
- Mr Manikis recognised that the elements of support to women provided by WIRC includes listening, empathy, respectfully unpacking issues (which can be multiple and complex) and a strong knowledge of services and referral options. He supported maintaining these elements.
- Training for relevant CPG staff was discussed. WIRC staff suggested specific training:
 - Domestic Violence training - Lifeline provides AVERT training

 CDNet Free
 Accredited Domestic Violence
 - Women's Legal Centre – upcoming training on tenancy laws

 CDNet DV and
 Tenancy Workshop.mt
 - Accidental Counsellor - <http://www.act.lifeline.org.au/Training/accidental-counsellor> see information for upcoming training
 - Folder with basic prompts in responding to clients to be updated.
- Advice on other suggestions to be provided by WIRC, including resources, facts sheets etc.
- Operational issues were discussed including availability of the WIRC phone line and drop in services and whether they continue to be available 9 am to 5 pm, five days per week or whether this needs to be reviewed.
- WIRC staff invited to provide their view on this.
- Mr Manikis noted that service delivery from the Theo Notaris Centre is part of a transition Plan. The future model will align with a wholistic framework as part of broader CSD service reforms.

Continuation of Operational Functions

- WIRC staff to identify issues to be addressed as part of the transition including:
 - Negotiation with Support Link regarding referrals
 - Seniors Broadband contract
 - Working Wonders Collection Bin - Communities@work partnership already alerted them and they will be seeking alternative partner.
 - Data collection system
 - Files – hard and electronic.
 - EFTPOS
 - Website
 - Consumables for the running of the centre (Water dispenser for public consumption, daily newspaper for reception area, secure document destruction bin. Suspension dates advised to providers by Chikee.
- Other? WIRC staff to provide further details.

Additional Comments provided by WIRC in red.

ACTIONS

Highlighted in blue.

Bamford, Michelle

From: Bamford, Michelle
Sent: Thursday, 24 October 2013 6:00 PM
To: Manikis, Nic
Subject: WIRC Contact for 2012-13
Attachments: 131024 WIRC 2012-13 Contacts.xlsx

Nic

I have collated the WIRC contacts in preparation for tomorrow's meeting.

I will pull out the key points in ready for the meeting.

Please note the number of contacts reported in the Annual report was 12,375 the data adds up to 12,470.

But the data will be useful for discussions tomorrow.

Cheers Michelle

Michelle Bamford | Senior Policy Officer

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

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

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	July	August	September	October	November	December	January	February	March	April	May	June	TOTAL
OCCASIONS OF SERVICE													
FEMALE													
Phone	377	405	380	378	406	267	351	525	428	346	550	350	4763
Face to Face Appointment	39	30	26	29	28	14	16	37	22	16	35	18	310
Face to Face Drop in visit	110	150	134	131	116	91	120	161	143	107	154	111	1528
Email	222	176	195	210	210	62	158	234	200	186	284	171	2308
Fax	1	1	51	2	1	2	2	2	4	0	0	3	69
Post	30	21	31	20	19	25	24	22	17	14	32	16	271
Library	10	8	5	4	3	4	6	2	7	15	11	3	78
Internet	19	25	33	27	12	10	21	47	47	33	18	7	299
SERVICE PROVIDERS													
Phone	76	69	76	85	114	59	83	96	63	62	86	60	929
Face to Face Appointment	2	7	5	8	1	5	7	9	11	9	7	7	79
Face to Face Drop in visit	5	13	27	15	16	4	6	16	11	9	3	7	132
Email	47	45	40	80	104	64	74	68	66	48	75	50	761
Fax	1	4	0	1	3	0	1	0	0	0	0	0	10
Post	39	1	2	3	9	1	3	0	0	0	1	0	59
Library	0	0	0	0	0	0	0	0	0	0	0	0	0
Internet	0	0	0	0	0	0	1	1	0	0	0	0	2
MALE													
Phone	6	4	4	6	3	5	3	5	1	2	6	3	48
Face to Face Appointment	0	1	3	1	0	0	0	4	0	0	0	0	9
Face to Face Drop in visit	2	2	5	7	1	5	1	3	3	2	2	4	37
Email	0	0	0	0	0	0	0	0	0	0	0	0	0
Fax	0	0	0	0	0	0	0	0	0	0	0	0	0
Post	0	0	0	0	0	0	0	0	0	0	0	0	0
Library	0	0	0	0	0	0	0	0	0	0	0	0	0
Internet	0	0	0	0	0	0	0	0	0	0	0	1	1
TOTAL													
PHONE													5,693
FACE TO FACE APPOINTMENT													398
FACE TO FACE DROP IN VISIT													1698
EMAIL													3,068
FAX													79
POST													330
LIBRARY													78
INTERNET													302
SUPPORT GROUPS, COURSES, WORKSHOPS AND INFORMATION SESSIONS													
			158			127			171			273	729
TOTAL NUMBER OF OCCASSIONS OF SERVICES 2012-13													12,375

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CLIENT CHARACTERISTICS														%
Culturally and Linguistically Diverse people	44	62	83	73	63	36	74	111	64	46	116	95	867	6.95
Aboriginal and Torres Strait Islander people	7	12	9	6	5	3	8	12	16	3	11	4	96	0.76
Ageing - over 55 yrs old	15	29	29	30	15	12	17	25	35	10	37	20	274	2.19
People with a disability	11	10	8	12	14	10	7	11	12	10	9	7	121	0.97
Youth - under 25 yrs old	9	15	12	15	8	7	11	18	9	5	31	28	168	1.34
ISSUES/INFORMATION														%
Accommodation	33	38	30	39	32	25	23	35	38	25	31	31	380	2.55
Ageing	10	20	12	11	15	7	12	10	16	14	5	5	137	0.92
Counselling	53	56	58	59	63	33	48	60	58	60	59	55	662	4.45
Courses and Support Groups	29	49	31	49	59	31	47	53	31	41	49	30	499	3.35
Disability	9	14	9	17	10	14	16	18	18	13	13	6	157	1.06
Domestic Violence	56	75	87	62	73	54	71	93	84	84	99	85	923	6.2
Drug & Alcohol	28	23	35	34	30	18	18	39	35	34	39	25	358	2.41
Education and Training	48	71	52	52	55	37	66	63	37	47	66	44	638	4.29
Financial Matters	48	72	74	59	63	35	62	80	67	68	70	58	756	5.08
General Information	128	105	107	97	142	89	89	162	163	115	144	94	1435	9.64
Health - General	21	31	20	36	25	27	9	20	13	27	35	31	295	1.98
Human Rights/Workplace	6	7	5	11	11	5	7	7	10	8	9	10	96	0.65
Indigenous	3	6	8	3	9	4	11	5	9	6	8	5	77	0.52
Legal	58	60	73	68	71	41	47	82	66	53	63	69	751	5.05
Loss and Grief	19	25	22	18	17	5	11	17	23	12	21	12	202	1.36
Men's	2	5	2	10	4	3	10	2	2	4	1	6	51	0.34
Mental Health	46	61	58	68	67	32	39	57	64	60	74	59	685	4.6
Migrant	23	40	40	29	36	20	28	49	34	25	42	26	392	2.63
Parenting	28	28	28	37	48	27	26	39	27	17	40	24	369	2.48
Publications	70	67	51	69	78	57	79	64	33	28	56	43	695	4.67
Problem Gambling	3	6	4	3	5	2	6	1	7	2	5	1	45	0.3
Recreation/Leisure	3	5	7	8	4	6	3	7	5	2	6	2	58	0.39
Relationship Issues	41	54	50	48	59	21	37	66	56	52	48	37	569	3.82
Return to Work Grants	41	46	54	46	38	34	46	50	38	21	45	31	490	3.29
Separation	41	45	42	42	50	27	36	48	44	36	45	47	503	3.38
Sexual/Ritual Abuse	2	4	6	13	3	4	2	3	5	3	9	1	55	0.37
Suicide	6	8	5	10	5	3	3	2	5	3	5	4	59	0.4
Un/Employment	30	57	49	35	42	36	39	51	33	35	55	42	504	3.39
WiRC courses	60	91	130	116	51	33	109	95	81	69	94	80	1009	6.78
WiRC support groups and information sessions	167	87	133	156	115	42	70	141	95	92	171	112	1381	9.28
Women's Health	21	45	32	58	47	20	42	41	47	39	47	44	483	3.25
Youth	14	12	5	14	11	11	17	23	14	10	22	12	165	1.11
NUMBER OF CLIENT ISSUES/INFORMATION RAISED	1147	1313	1319	1377	1338	803	1129	1483	1258	1105	1476	1131		
TOTAL NUMBER OF OF CLIENT ISSUES/INFORMATION RAISED - 2012-13													14879	

FIRST QUARTER					
SUPPORT GROUPS, COURSES, WORKSHOPS AND INFORMATION SESSIONS	ENROLMENTS	NUMBER OF SESSIONS	FEES	NO FEES	TOTAL PARTICIPANTS
COURSES					
Seven Types of Busy	19	4	X		17
Self Esteem and Assertiveness	9	6	X		8
SUPPORT GROUPS					
Domestic Violence Support Group	10	8		X	6
INFORMATION SESSIONS					
Family Law Information Session - Women's Legal Centre	12	1		X	6
Thinking Thursday - Presentation Skills	33	1		X	33
Thinking Thursday - Presentation Skills - Repeat	33	1		X	33
Thinking Thursday - Listening for Strength	33	1		X	33
Taming your Finances - CARE	12	1		X	10
WORKSHOPS					
Communication Skills and Rapport	12	1	X		12
					146

SECOND QUARTER					
SUPPORT GROUPS, COURSES, WORKSHOPS AND INFORMATION SESSIONS	ENROLMENTS	NUMBER OF SESSIONS	FEES	NO FEES	TOTAL PARTICIPANTS
COURSES					
Your Self Worth and Wellbeing	11	4	X		10
Financial Empowerment	7	2	X		5
Self Esteem After Domestic Violence	16	6			15
Moving On After Separation	16	8		X	12
INFORMATION SESSIONS					
Thinking Thursday - The Happiness Experiment	35	1		X	33
Thinking Thursday - Effective Ways of Dealing with Change	35	1		X	33
Return to Work - Career Information Sessions	14	4		X	11
WORKSHOPS					
Negotiating Skills for the Workplace	8	1	X		8
					127

THRID QUARTER					
SUPPORT GROUPS, COURSES, WORKSHOPS AND INFORMATION SESSIONS	ENROLMENTS	NUMBER OF SESSIONS	FEE	NO FEES	TOTAL PARTICIPANTS
COURSES					
Emotional Mastery	15	5	X		13
Assertiveness and Conflict Management - After separation	6	6	X		6
SUPPORT GROUPS					
It is Time to Talk - Domestic Violence Support Group	12	8		X	9
INFORMATION SESSIONS					
Thinking Thursday - Getting Organised-Back in Control	38	1		X	33
Thinking Thursday - The Benefits of Mentoring	35	1		X	35
Relationship Separation Legal Session - Womens's Legal Centre	12	1		X	8
Financial Friday	10	1		X	8
Careeer Information Sessions - Return to Work	24	4		X	15
WORKSHOPS					
The Five Secrets of Self Confidence	17	1	X		17
Improving your Relationships for Life	14	1	X		11
Public Speaking for Women	16	1	X		16
					171

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Baker, Fiona

From: Bennett, Erin
Sent: Thursday, 24 October 2013 1:20 PM
To: Webster, Fiona
Cc: Baker, Fiona
Subject: RE: Women's Information Referral Service - meetings [SEC=UNCLASSIFIED]

Hi Fiona

Thank you very much for all of this – greatly appreciate being kept in the loop.

I suppose to just reiterate Nic's remarks earlier, the meeting last Friday was an informal one to bring our discussions about how the consultation process will look.

I anticipate things will be more structured from here on in. Agree, good management is important.

Looking forward to this process and I'm very hopeful we will deliver the best possible outcomes.

Many Thanks
Erin

Erin Bennett | Women's Adviser & Electorate Adviser to Joy Burch MLA

ACT Minister for Women | ACT Minister for Education & Training | ACT Minister for Multicultural Affairs | ACT Minister for Disability, Children & Young People | ACT Minister for the Arts | ACT Minister for Gaming and Racing | Member for Brindabella
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From: Webster, Fiona [<mailto:Fiona.Webster@pmc.gov.au>]
Sent: Thursday, 24 October 2013 12:18 PM
To: Bennett, Erin
Cc: Baker, Fiona
Subject: FW: Women's Information Referral Service - meetings [SEC=UNCLASSIFIED]

Hi Erin

In advance of tomorrow's meeting, I am forwarding you some emails I have sent/been sent to CSD in relation to the consultation process around WiRC, fyi.

Following my message to Nic, an agenda was prepared which addressed the issues I asked be addressed, so I am hopeful that the meeting tomorrow will have more structure than the last. As I said to Sue, this is important to ensure issues are managed from the outset.

Carol and Marcia will attend the meetings and report back to MACW.

Kind regards
Fiona

From: Webster, Fiona
Sent: Wednesday, 23 October 2013 12:08 PM

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To: sue.chapman@act.gov.au

Subject: FW: Women's Information Referral Service - meetings [SEC=UNCLASSIFIED]

Hi Sue

It was very good to meet you in person yesterday – thank you for taking time out to come to the MACW meeting.

Following on from our conversation at the meeting around the future of WiRC services, and the concerns raised by MACW representatives following the meeting that Nic Manikis held last Friday, I sent an email to Nic to outline the issues raised. I have copied our exchange to you below. It is self-explanatory, but thought worth keeping you in the loop so you can intervene if you consider necessary at an early stage, or adopt a wait and see approach.

Marcia and Carol were both concerned by the apparent lack of strategic thinking that had taken place in advance of the meeting last week – short notice, no agenda, no papers, no plan around scope of consultation or timeframes. Nor have they received the papers Nic mentions in his email.

I don't think it is appropriate that this be an iterative process – that is likely to compound any miscommunication there has been of the decision to close WiRC (in the media).

Marcia and Carol will keep me informed of progress from a MACW perspective, but I would be grateful for your views on how the process will look going forward, and some reassurance that there will be appropriate planning and consultation "from the get go".

Kind regards

Fiona

Fiona Webster

P: 02 6271 5503 M: 0447 260626

From: Webster, Fiona

Sent: Wednesday, 23 October 2013 11:53 AM

To: 'Manikis, Nic'

Subject: RE: Women's Information Referral Service - meetings [SEC=UNCLASSIFIED]

Thank you for your message Nic.

Unfortunately the two representatives from MACW who attended last week's meeting did not receive the information you mention having sent – Marcia Williams and Carol Benda. I understand both of them will try to be there this Friday, and look forward to receiving those papers, along with an agenda for the meeting.

I do think it would be best to consider at an early stage the scope of consultation to ensure all parties are on board from the very beginning. The Minister was apologetic about the communication around the process, which has been "less than ideal", and improving that communication will be key to achieving a positive outcome.

Given the Minister's commitment to follow through on the decision with appropriate consultation around the way forward, I think people will also expect that the timeframe and process are matters that have already been given some thought by the senior executive.

Kind regards

Fiona

Fiona Webster

P: 02 6271 5503 M: 0447 260626

From: Manikis, Nic [<mailto:NIC.MANIKIS@act.gov.au>]

Sent: Tuesday, 22 October 2013 4:54 PM

To: Webster, Fiona

Subject: RE: Women's Information Referral Service - meetings [SEC=UNCLASSIFIED]

Dear Fiona

Thank you for your note below.

The meeting held last week was an informal one to discuss a possible process for consultation. While quite a few representatives from relevant organisations were able to attend several others could not attend last Friday but have indicated they will attend this coming Friday. ACTCOSS representative has been invited to the meeting this Friday. I did ask those present if there were others that should be invited and several additional names were added to the list. I am sure there will others that come to mind as we progress.

At the meeting last Friday it was acknowledged that consideration should be given to marking the WIRC's 35 years of service both for staff and women who have used the service over the 35 years. I look forward to further discussion around this on Friday.

There will be an agenda developed for the meeting on Friday including discussion about process and timeframes.

We have sent some information about WIRC to all those people who attended last week's meeting and will also put together as much information about the WIRC clients as we possibly can before the meeting this Friday.

Cheers

nic

From: Webster, Fiona [<mailto:Fiona.Webster@pmc.gov.au>]

Sent: Tuesday, 22 October 2013 3:32 PM

To: Manikis, Nic

Subject: Women's Information Referral Service - meetings [SEC=UNCLASSIFIED]

Dear Nic

I have just sent this message to your EA as she had sent out the invitation to the meeting on Friday, but it is copied here fyi.

The Ministerial Council on Women (MACW) has just met for our bi-monthly meeting. One item on the agenda was the closure of the Women's Information and Referral Centre. Minister Burch was also present for part of the meeting, along with Natalie Howson and Sue Chapman.

As a Council we would like to play a role in consultations about the forward plan for WIRC services and service delivery; however, we agreed at the meeting that more initial review and planning work needs to be undertaken by CSD before we can make a meaningful and strategic contribution.

In the early stages of consultation, it would be useful if CSD prepared:

- an agenda for the proposed meeting;
- communicated their agreed approach to the consultation process; and
- provided a timeframe for the process.

For example, in order to adequately address the future of WIRC services and service delivery, it is vital that we understand the profile of people accessing existing services, how they access them, which ones are valued, and where there are gaps in service delivery.

We also agreed at the meeting that there were a number of parties not present or represented at the meeting that was held at short notice last week, many of whom may have a valuable contribution to make to the process – ACTCOSS is one example, but there are many others.

MACW also agreed that the contribution of WIRC over the past 35 years needs to be recognised and celebrated in some way before the end of the year – this is important both for WIRC staff, but also to women in Canberra who have used the service – this should be a part of the planning in the transition of WIRC to a new model of delivery.

Kind regards

Dr Fiona Webster
Chair
Ministerial Advisory Council on Women

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Bamford, Michelle

From: Bamford, Michelle
Sent: Thursday, 24 October 2013 11:17 AM
To: Petrova, Biljana
Cc: Manikis, Nic
Subject: RE: WIRC data
Attachments: First Quarter Report 2012-13 - WIRC

Biljana

Thank you for the information you have provided. I know you provide this information for quarterly reporting – but I do not have every months report.

You provided excel spreadsheets reports by month and by quarter(see the attached email) for the 1st and 3rd Quarter

Can you please send me the 2nd and 4th by month and by quarter reports?

With thanks Michelle

Michelle Bamford | Senior Policy Officer

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

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

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From: Petrova, Biljana
Sent: Thursday, 24 October 2013 10:06 AM
To: Bamford, Michelle
Cc: Manikis, Nic
Subject: RE: WIRC data

Michelle,

We do collect information on the number of participants who attend courses, groups and information sessions. This number is collated in the Quarterly Reports, it is checked by the Office for Women Manager and it is reported in the Annual Report. At the bottom of the spreadsheet we list Courses, Workshops, and Information Sessions by title, then the number of enrolments, the number of sessions per course and the number of participants.

We have never been requested to collect demographic data on the occasions of service we provide. Demographic data is collected in surveys. However, it is evident from our monthly statistics spreadsheets (I have attached the most recent one for September) that we do collect Client Characteristics, only when clients declare that information. The Client Characteristics include: CALD and ATSI background, Ageing, Disabled and Youth.

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For the purpose of the Multicultural Strategy we collect CALD status on women attending Courses, Support Groups and Information sessions. That document is also attached.

Cheers,

Biljana

Biljana Petrova | Manager |
Phone 02 6205 0713 | Fax 02 6205 1077 |
Community Participation Group | Office For Women |
Women's Information & Referral Centre | Community Services Directorate | ACT Government |
Ground Floor, London Court Building, 13 London Circuit, Canberra City 2601 |
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From: Bamford, Michelle
Sent: Wednesday, 23 October 2013 4:48 PM
To: Petrova, Biljana
Cc: Manikis, Nic
Subject: WIRC data

Biljana

Thank you for providing me with the 2012-13 WIRC contacts.

I know you told me that you do not collect demographic data around WIRC contacts.

I have a memory that you collected information about the number of participants that attend courses, groups and Thinking Thursdays.

Can you please provide me data for 2012-13 that you collected on participants attending courses, groups and Thinking Thursdays at WIRC? There is no need for you to create tables or charts – I will do this.

If you could send to me tomorrow or first thing Friday – that would be great appreciated.

Cheers Michelle

Michelle Bamford | Senior Policy Officer
Phone: 6205 0515 | Fax: 6207 0592 | Email: michelle.bamford@act.gov.au
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	July	August	September	October	November	December	January	February	March	April	May	June	TOTAL
OCCASIONS OF SERVICE													
FEMALE													
Phone	377	405	380	378	406	267	351	525	428	346	550	350	4763
Face to Face Appointment	39	30	26	29	28	14	16	37	22	16	35	18	310
Face to Face Drop in visit	110	150	134	131	116	91	120	161	143	107	154	111	1528
Email	222	176	195	210	210	62	158	234	200	186	284	171	2308
Fax	1	1	51	2	1	2	2	2	4	0	0	3	69
Post	30	21	31	20	19	25	24	22	17	14	32	16	271
Library	10	8	5	4	3	4	6	2	7	15	11	3	78
Internet	19	25	33	27	12	10	21	47	47	33	18	7	299
SERVICE PROVIDERS													
Phone	76	69	76	85	114	59	83	96	63	62	86	60	929
Face to Face Appointment	2	7	6	8	1	5	7	9	11	9	7	7	79
Face to Face Drop in visit	5	13	27	15	16	4	6	16	11	9	3	7	132
Email	47	45	40	80	104	64	74	68	66	48	75	50	761
Fax	1	4	0	1	3	0	1	0	0	0	0	0	10
Post	39	1	2	3	9	1	3	0	0	0	1	0	59
Library	0	0	0	0	0	0	0	0	0	0	0	0	0
Internet	0	0	0	0	0	0	1	1	0	0	0	0	2
MALE													
Phone	6	4	4	6	3	5	3	5	1	2	6	3	48
Face to Face Appointment	0	1	3	1	0	0	0	4	0	0	0	0	9
Face to Face Drop in visit	2	2	5	7	1	5	1	3	3	2	2	4	37
Email	0	0	0	0	0	0	0	0	0	0	0	0	0
Fax	0	0	0	0	0	0	0	0	0	0	0	0	0
Post	0	0	0	0	0	0	0	0	0	0	0	0	0
Library	0	0	0	0	0	0	0	0	0	0	0	0	0
Internet	0	0	0	0	0	0	0	0	0	0	0	1	1
TOTAL													
PHONE													5,693
FACE TO FACE APPOINTMENT													398
FACE TO FACE DROP IN VISIT													1698
EMAIL													3,068
FAX													79
POST													330
LIBRARY													78
INTERNET													302
SUPPORT GROUPS, COURSES, WORKSHOPS AND INFORMATION SESSIONS			158			127			171			273	729
TOTAL NUMBER OF OCCASIONS OF SERVICES 2012-13													12,375

CLIENT CHARACTERISTICS														%
Culturally and Linguistically Diverse people	44	62	83	73	63	36	74	111	64	46	116	95	867	6.95
Aboriginal and Torres Strait Islander people	7	12	9	6	5	3	8	12	16	3	11	4	96	0.76
Ageing- over 55 yrs old	15	29	29	30	15	12	17	25	35	10	37	20	274	2.19
People with a disability	11	10	8	12	14	10	7	11	12	10	9	7	121	0.97
Youth - under 25 yrs old	9	15	12	15	8	7	11	18	9	5	31	28	168	1.34
ISSUES/INFORMATION														%
Accommodation	33	38	30	39	32	25	23	35	38	25	31	31	380	2.55
Ageing	10	20	12	11	15	7	12	10	16	14	5	5	137	0.92
Counselling	53	56	58	59	63	33	48	60	58	60	59	55	662	4.45
Courses and Support Groups	29	49	31	49	59	31	47	53	31	41	49	30	499	3.35
Disability	9	14	9	17	10	14	16	18	18	13	13	6	157	1.06
Domestic Violence	56	75	87	62	73	54	71	93	84	84	99	85	923	6.2
Drug & Alcohol	28	23	35	34	30	18	18	39	35	34	39	25	358	2.41
Education and Training	48	71	52	52	55	37	66	63	37	47	66	44	638	4.29
Financial Matters	48	72	74	59	63	35	62	80	67	68	70	58	756	5.08
General Information	128	105	107	97	142	89	89	162	163	115	144	94	1435	9.64
Health - General	21	31	20	36	25	27	9	20	13	27	35	31	295	1.98
Human Rights/Workplace	6	7	5	11	11	5	7	7	10	8	9	10	96	0.65
Indigenous	3	6	8	3	9	4	11	5	9	6	8	5	77	0.52
Legal	58	60	73	68	71	41	47	82	66	53	63	69	751	5.05
Loss and Grief	19	25	22	18	17	5	11	17	23	12	21	12	202	1.36
Men's	2	5	2	10	4	3	10	2	2	4	1	6	51	0.34
Mental Health	46	61	58	68	67	32	39	57	64	60	74	59	685	4.6
Migrant	23	40	40	29	36	20	28	49	34	25	42	26	392	2.63
Parenting	28	28	28	37	48	27	26	39	27	17	40	24	369	2.48
Publications	70	67	51	69	78	57	79	64	33	28	56	43	695	4.67
Problem Gambling	3	6	4	3	5	2	6	1	7	2	5	1	45	0.3
Recreation/Leisure	3	5	7	8	4	6	3	7	5	2	6	2	58	0.39
Relationship Issues	41	54	50	48	59	21	37	66	56	52	48	37	569	3.82
Return to Work Grants	41	46	54	46	38	34	46	50	38	21	45	31	490	3.29
Separation	41	45	42	42	50	27	36	48	44	36	45	47	503	3.38
Sexual/Ritual Abuse	2	4	6	13	3	4	2	3	5	3	9	1	55	0.37
Suicide	6	8	5	10	5	3	3	2	5	3	5	4	59	0.4
Un/Employment	30	57	49	35	42	36	39	51	33	35	55	42	504	3.39
WIRC courses	60	91	130	116	51	33	109	95	81	69	94	80	1009	6.78
WIRC support groups and information sessions	167	87	133	156	115	42	70	141	95	92	171	112	1381	9.28
Women's Health	21	45	32	58	47	20	42	41	47	39	47	44	483	3.25
Youth	14	12	5	14	11	11	17	23	14	10	22	12	165	1.11
NUMBER OF CLIENT ISSUES/INFORMATION RAISED	1147	1313	1319	1377	1338	803	1129	1483	1258	1105	1476	1131		
TOTAL NUMBER OF OF CLIENT ISSUES/INFORMATION RAISED - 2012-13													14879	

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FIRST QUARTER					
SUPPORT GROUPS, COURSES, WORKSHOPS AND INFORMATION SESSIONS	ENROLMENTS	NUMBER OF SESSIONS	FEE	NO FEES	TOTAL PARTICIPANTS
COURSES					
Seven Types of Busy	19	4	X		17
Self Esteem and Assertiveness	9	6	X		8
SUPPORT GROUPS					
Domestic Violence Support Group	10	8		X	6
INFORMATION SESSIONS					
Family Law Information Session - Women's Legal Centre	12	1		X	6
Thinking Thursday - Presentation Skills	33	1		X	33
Thinking Thursday - Presentation Skills - Repeat	33	1		X	33
Thinking Thursday - Listening for Strength	33	1		X	33
Taming your Finances - CARE	12	1		X	10
WORKSHOPS					
Communication Skills and Rapport	12	1	X		12
					146

SECOND QUARTER					
SUPPORT GROUPS, COURSES, WORKSHOPS AND INFORMATION SESSIONS	ENROLMENTS	NUMBER OF SESSIONS	FEE	NO FEES	TOTAL PARTICIPANTS
COURSES					
Your Self Worth and Wellbeing	11	4	X		10
Financial Empowerment	7	2	X		5
Self Esteem After Domestic Violence	16	6			15
Moving On After Separation	16	8		X	12
INFORMATION SESSIONS					
Thinking Thursday - The Happiness Experiment	35	1		X	33
Thinking Thursday - Effective Ways of Dealing with Change	35	1		X	33
Return to Work - Career Information Sessions	14	4		X	11
WORKSHOPS					
Negotiating Skills for the Workplace	8	1	X		8
					127

6/17

THRID QUARTER						
SUPPORT GROUPS, COURSES, WORKSHOPS AND INFORMATION SESSIONS	ENROLMENTS	NUMBER OF SESSIONS	FEE	NO FEES	TOTAL PARTICIPANTS	
COURSES						
Emotional Mastery	15	5	X		13	
Assertiveness and Conflict Management - After separation	6	6	X		6	
SUPPORT GROUPS						
It is Time to Talk - Domestic Violence Support Group	12	8		X	9	
INFORMATION SESSIONS						
Thinking Thursday - Getting Organised-Back in Control	38	1		X	33	
Thinking Thursday - The Benefits of Mentoring	35	1		X	35	
Relationship Separation Legal Session - Womens's Legal Centre	12	1		X	8	
Financial Friday	10	1		X	8	
Career Information Sessions - Return to Work	24	4		X	15	
WORKSHOPS						
The Five Secrets of Self Confidence	17	1	X		17	
Improving your Relationships for Life	14	1	X		11	
Public Speaking for Women	16	1	X		16	
					171	

FOURTH QUARTER					
SUPPORT GROUPS, COURSES, WORKSHOPS AND INFORMATION SESSIONS	ENROLMENTS	NUMBER OF SESSIONS	FEES	NO FEES	TOTAL PARTICIPANTS
COURSES					
Managing Change	10	2	X		8
Healthy Relationships	10	4	X		7
Healthy Relationships 2	9	3	X		6
Self Esteem and Assertiveness		6	X		6
SUPPORT GROUPS					
Self Esteem and Assertiveness for Carers ACT		6		X	6
Self Esteem and Assertiveness Gunyah Partnership		6		X	10
Self Esteem and Assertiveness for Carers		2		X	8
It is Time to talk - Domestic Violence Group	11	8		X	7
Domestic Violence Partnership Gunyah	15	8		X	15
Domestic Violence Partnership NorthSide Community Services	15	3		X	15
INFORMATION SESSIONS					
Thinking Thursday- Interactive Presentations	33	1		X	33
Thinking Thursday - Building Resilience in the workplace	35	1		X	33
Thinking Thursday - Building resilience in the workplace - repeat	30	1		X	28
Thinking Thursday - Overcoming Procrastination	33	1		X	30
Relationship Separation - Women's Legal Centre	10	1		X	10
Financial Independence	12	1		X	12
WORKSHOPS					
The Five Secrets of Self Confidence	8	1	X		7
At Home Business Seminar with Lighthouse	20	1	X	X	19
Negotiating with Emotional Intelligence	15	1	X		13
					253

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Baker, Fiona

From: Bamford, Michelle
Sent: Tuesday, 22 October 2013 3:29 PM
To: Baker, Fiona
Subject: FW: Women's Information and Referral Centre

FYI

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



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From: Mbonzi, Jackie
Sent: Tuesday, 22 October 2013 3:28 PM
To: Manikis, Nic
Cc: Bamford, Michelle; Winter, Jancye
Subject: Women's Information and Referral Centre

Nic, please see below from Fiona Webster. She is an apology for the Friday meeting.

Regards

Jackie

Dear Jackie

The Ministerial Council on Women (MACW) has just met for our bi-monthly meeting. One item on the agenda was the closure of the Women's Information and Referral Centre. Minister Burch was also present for part of the meeting, along with Natalie Howson and Sue Chapman.

As a Council we would like to play a role in consultations about the forward plan for WIRC services and service delivery; however, we agreed at the meeting that more initial review and planning work needs to be undertaken by CSD before we can make a meaningful and strategic contribution.

In the early stages of consultation, it would be useful if CSD prepared:

- an agenda for the proposed meeting;
- communicated their agreed approach to the consultation process; and
- provided a timeframe for the process.

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For example, in order to adequately address the future of WIRC services and service delivery, it is vital that we understand the profile of people accessing existing services, how they access them, which ones are valued, and where there are gaps in service delivery.

We also agreed at the meeting that there were a number of parties not present or represented at the meeting that was held at short notice last week, many of whom may have a valuable contribution to make to the process – ACTCOSS is one example, but there are many others.

MACW also agreed that the contribution of WIRC over the past 35 years needs to be recognised and celebrated in some way before the end of the year – this is important both for WIRC staff, but also to women in Canberra who have used the service – this should be a part of the planning in the transition of WIRC to a new model of delivery.

I would be grateful if you could pass on this message to Nik.

Kind regards

Dr Fiona Webster
Chair
Ministerial Advisory Council on Women

Jackie Mbonzi | Executive Assistant to Director
Phone 02 6207 0555 | Fax 02 6207 5862
Community Participation Group | Community Services Directorate | ACT Government
Theo Notaras Multicultural Centre, Level 2, North Building, 180 London Circuit, Canberra ACT 2601 |
GPO Box 158, Canberra ACT 2601 | www.act.gov.au

Bamford, Michelle

From: Bamford, Michelle
Sent: Monday, 21 October 2013 11:45 AM
To: Manikis, Nic
Subject: RE: Women's Information and Referral Centre

I just doing finishing touches on the dot points now

Cheers Michelle

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

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From: Manikis, Nic
Sent: Monday, 21 October 2013 11:44 AM
To: Bamford, Michelle
Subject: RE: Women's Information and Referral Centre

Michelle

Thank you

nic

From: Bamford, Michelle
Sent: Monday, 21 October 2013 9:18 AM
To: Mbonzi, Jackie
Cc: Manikis, Nic
Subject: Women's Information and Referral Centre
Importance: High

Jackie

Can you please organise a meeting on Friday 25 October 2013 from 1pm to 2 pm?

The invitees include the women (Winsome Willow, Carol Benda, Marica Williams, Frances Cummins, Chrystina Stanford, Kylie Petroni, Mirjana Wilson, Nic Manikis, Jancye Winter and myself) that attended the meeting on Friday 18 October, to discuss a way forward in developing a model that included the functions that Women's Information and Referral Centre(WIRC) provides to the community.

When sending the invite can you please include the attached document – it is to provide attendees with a clearer understanding of the functions of WIRC to inform their discussion. If you need anything further please let me know.

Could you also invite Ms Robyn Martin? I have included her contact details below:

Robyn Martin
Manager
Beryl Women Inc

41.

Cheers Michelle

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



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Bamford, Michelle

From: Bamford, Michelle
Sent: Monday, 21 October 2013 1:58 PM
To: Manikis, Nic
Subject: Summary of Friday's meeting WIRC new model
Attachments: Questionnaire as promised; 121013 WIRC contacts and client identified issues.xlsx;
131021 Summary of meeting 18 October 2013 WIRC new model.doc

Nic

As requested please find attached the dot points from Friday.

Additionally I have included WIRC stats and top ten clients issues/concerns.

I have been made aware that WIRC does not collect demographic data or disaggregate by gender.

Let me know if you need anything further.

Cheers Michelle

Michelle Bamford | Senior Policy Officer

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

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Ross, Kathy

From: WCHM Executive Director [ed@wchm.org.au]
Sent: Monday, 21 October 2013 10:38 AM
To: Manikis, Nic
Cc: Carol Benda (cbenda@womenslegalact.org) (cbenda@womenslegalact.org);
 ceo@inanna.org.au; Chrystina Stanford (chrystina@crcc.org.au); Mirjana Wilson
 (Mirjana.Wilson@dvcs.org.au); Bamford, Michelle; Bennett, Erin
Subject: Questionnaire as promised
Attachments: Final 2009 Women's Health Information Survey.pdf

As promised on Friday afternoon, attached is the Women's Health Information survey that we used to find out from women in the ACT their needs and preferences in relation to getting health and wellbeing information; the ways in which they appraised information; the barriers that restricted them from accessing information; and the gaps in the information available. While the questions relate to health and wellbeing information, they may be useful as a basis for adapting to find out women's views on access to broader women's information in the ACT including what and where.

We conducted the social research project because we understood from our input from women that appropriate, relevant and timely information is a precursor to the good health and wellbeing of women and their families.

We also supplemented this with focus groups for specific groups of women who found access harder - women under twenty-five years (young women); women over fifty-five years (older women); Aboriginal women; mental health carers; women from culturally and linguistically diverse (CALD) backgrounds; women with disabilities; and women living with mental health issues – and a follow-up survey for women with disabilities.

We also conducted a literature review which was useful in identifying issues relating to provision of information to women in the ACT, including:

- **barriers that prevent women from accessing information** - included not being able to access personally relevant or specific information on particular issues; poor quality information or information that lacks credibility; and time poverty (which was a barrier for both information providers and women seeking information. Another barrier identified in the literature is the sheer volume of information, often inconsistent or conflicting, that causes confusion. A large volume of conflicting information can create more questions than answers, creating confusion as to where women should source their information.
- **Ingredients of Useful Information** - Women benefit most by receiving information from a range of sources, particularly during acute or stressful events.[1] Providing women access to multiple sources allows them greater autonomy and control over the health and wellbeing information they engage with. Providing multiple sources of information is especially valuable during consultations, diagnoses, and at the onset of new life stages.[2] Information sources are also beneficial when they help to develop women's decision making skills and provide practical applications of health and wellbeing information.

- The research showed that most women in the ACT do not have regular needs for information, but instead they seek information at particular times in their lives depending on their situation.
- Women wanted reliable ways to identify, source and obtain up-to-date and relevant information from the most convenient or visible source. This means that methods of access to local and trusted information sources need to be promoted over time to be visible to ACT women when they need them, because for many ACT women, there is not enough awareness about other sources and services.
- Facilitating access to health information also needs to include a **multi-access strategy, or tiered approach**, to enhance access to information by a wide range of women including information which has been developed and disseminated in a range of formats, accessible at many access points.

I hope this is useful.

Marcia Williams
Executive Director
Women's Centre for Health Matters
 p: 02 6290 2166 | f: 02 6286 4742
 PO Box 385 Mawson ACT 2607
www.wchm.org.au



[1] Rushford, N., Murphy, B., Worcester, M., Goble, A., Higgins, R., LeGrande, M., Rada, J. & Elliot, P. (2007). "Recall of information received in hospital by female cardiac patients". *European Journal of Cardiovascular Prevention & Rehabilitation*. 14(3). Pp.463–469.

[2] Murphy, M., Murphy, B. & Kanost, D. (2003). *Access to Women's Health Information: A Literature Review of Women as Information Seekers*. Women's Health Victoria; Melbourne.

2009 Women's Health Information Survey

Overall winner of the Rhodium 2005 Chief Minister's Excellence in Inclusion Award

Dear ACT Women,

Did you know that women are the ones who usually look for information about health and wellbeing, not just for themselves, but for their children, families and entire communities? Despite this, there is no information available about the preferences ACT women have for seeking out health/wellbeing information. In response to this, the Women's Centre for Health Matters (WCHM) has developed the **2009 Women's Health Information Survey**

By filling out this survey you will help us gather data on women's attitudes and preferences for how and where they access information about their health and wellbeing. This information will help us identify any gaps that exist in the health information that is available to women in the ACT.

Please do not hesitate to contact me on 02 62902166 if you have any questions.

Yours Sincerely

Marcia Williams

Executive Director

Survey Instructions – This survey takes approximately 15 minutes to complete

1. This survey is for women of any age who live or work in the ACT or Queanbeyan.
2. This survey is confidential. Please do not write your name on the survey.
3. Please read each question carefully. Sometimes we have asked you to circle only one answer, other times you can select three answers or as many answers as you like. There are also some open-ended questions where you can elaborate or comment on specific issues.
4. Please hand your completed survey to the front desk when you are finished or you can post it back to WCHM, PO 385, Mawson, ACT 2607.

WCHM 2009 Women's Health Information Survey

1. Sources of Health and Wellbeing Information

1. Are you a woman who lives or works in the ACT or Queanbeyan?

- ☐ Yes
- ☐ No (If not, please do not proceed with this survey)

2. Who are you most likely to seek out information about health and wellbeing for? (Select as many boxes as you like).

- | | |
|---|---|
| ☐ Myself | ☐ Other family members |
| ☐ My children | ☐ My friends |
| ☐ My partner | ☐ Other people in my community |
| ☐ My parents | |
| ☐ Other (please specify) | |
| <input type="text"/> | |

3. Where are you most likely to obtain this information? (Please select your top three answers)

- | | |
|---|---|
| ☐ My GP | ☐ Telephone Helpline |
| ☐ Pharmacist/Chemist | ☐ Senior member of your cultural group (may include member of your church/religious group) |
| ☐ Allied Health Professionals (such as Dietitians, Occupational Therapists, Physiotherapists, Podiatrists, Speech Pathologists etc.) | ☐ Your beautician or hairdresser |
| ☐ Alternative therapists (such as Massage therapists, Chiropractors, Acupuncturists, Naturopaths, Homeopaths etc.) | ☐ Television, Radio and/or Newspaper advertisements |
| ☐ Hospital/Emergency Department | ☐ Paper-based publications (e.g. magazines, books, pamphlets) |
| ☐ Psychologist/Social worker/Counsellor | ☐ School (i.e. your school or your child's school) |
| ☐ Nurse | ☐ Friends/family members |
| ☐ An ACT health service (e.g. maternal/baby clinic or women's health service) | ☐ I don't know |
| ☐ The Internet | |
| ☐ Other (please specify) | |
| <input type="text"/> | |

WCHM 2009 Women's Health Information Survey

4. Against each of the sources listed below, please answer whether you have used this source in the last 12 months for:

- i. information about general wellbeing;**
- ii. information about minor medical conditions;**
- iii. information about serious/chronic medical conditions**

	General Well-being	Minor Medical Conditions	Serious/Chronic Medical Conditions	Not used in the last 12 months
My GP	☐	☐	☐	☐
Pharmacist/Chemist	☐	☐	☐	☐
Allied Health Professionals	☐	☐	☐	☐
Alternative therapist	☐	☐	☐	☐
Hospital/Emergency Department	☐	☐	☐	☐
Psychologist/Social Worker/Counsellor	☐	☐	☐	☐
Nurse	☐	☐	☐	☐
An ACT health service (e.g. maternal/baby clinic or woman's health service)	☐	☐	☐	☐
The Internet	☐	☐	☐	☐
Telephone Helpline	☐	☐	☐	☐
A Senior member of your cultural group	☐	☐	☐	☐
Your beautician or hairdresser	☐	☐	☐	☐
Television, Radio and/or Newspaper advertisements	☐	☐	☐	☐
Paper-based publications (e.g. magazines, books, pamphlets)	☐	☐	☐	☐
School	☐	☐	☐	☐
Friends/family members	☐	☐	☐	☐

5. Is there anywhere else you would go (aside from the sources in the previous question) for:

Information about
your general wellbeing

Information about
minor medical conditions

Information about
serious medical conditions

WCHM 2009 Women's Health Information Survey

6. What is your most preferred source for obtaining information on general wellbeing matters?

7. What is your most preferred source for obtaining information on minor medical conditions?

8. What is your most preferred source for obtaining information on serious/chronic medical conditions?

9. Against each of the sources listed below, please answer how useful you find the health information you receive from the source. (Useful means the information is helpful to you and meets your needs).

	Very useful	Somewhat useful	Not useful	Unsure/Don't Use
My GP	☐	☐	☐	☐
Pharmacist/Chemist	☐	☐	☐	☐
Allied Health Professionals	☐	☐	☐	☐
Alternative Therapist	☐	☐	☐	☐
Hospital/Emergency Department	☐	☐	☐	☐
Psychologist/Social worker/Counsellor	☐	☐	☐	☐
Nurse	☐	☐	☐	☐
An ACT health service (e.g. maternal/baby clinic or women's health service)	☐	☐	☐	☐
The Internet	☐	☐	☐	☐
Telephone Helpline	☐	☐	☐	☐
Senior member of your cultural group	☐	☐	☐	☐
Your beautician or hairdresser	☐	☐	☐	☐
Television, Radio and/or Newspaper advertisements	☐	☐	☐	☐
Paper-based publications (e.g. magazines, books, pamphlets)	☐	☐	☐	☐
School	☐	☐	☐	☐
Friends/family members	☐	☐	☐	☐

WCHM 2009 Women's Health Information Survey

10. Against each of the sources listed below, please answer how trustworthy you find the health information you receive from the source. (Trustworthy means the information is reliable and/or that you have confidence in the information).

	Very Trustworthy	Somewhat Trustworthy	Not Trustworthy	Unsure/Don't Use
My GP	☐	☐	☐	☐
Pharmacist/Chemist	☐	☐	☐	☐
Allied Health Professionals	☐	☐	☐	☐
Alternative Therapist	☐	☐	☐	☐
Hospital/Emergency Department	☐	☐	☐	☐
Psychologist/Social worker/Counsellor	☐	☐	☐	☐
Nurse	☐	☐	☐	☐
An ACT health service (e.g. maternal/baby clinic or women's health service)	☐	☐	☐	☐
The Internet	☐	☐	☐	☐
Telephone Helpline	☐	☐	☐	☐
Senior member of your cultural group	☐	☐	☐	☐
Your beautician or hairdresser	☐	☐	☐	☐
Television, Radio and/or Newspaper advertisements	☐	☐	☐	☐
Paper-based publications (e.g. magazines, books, pamphlets)	☐	☐	☐	☐
School	☐	☐	☐	☐
Friends/family members	☐	☐	☐	☐

WCHM 2009 Women's Health Information Survey

11. What are the three most important factors you consider when deciding where to go for health and wellbeing information? Please select up to three boxes

- | | |
|--|--|
| ☐ The source is easily available to me (e.g. suitable waiting times) | ☐ The service caters for women only |
| ☐ The source is easily accessible to me (e.g. suitable location) | ☐ I have already established a trusting relationship with the source |
| ☐ The information is provided in my preferred language | ☐ The information provided is of high quality |
| ☐ The information is consistent with my values and beliefs (including my cultural values) | ☐ The information is understandable and I am supported to understand it |
| ☐ The cost is affordable | ☐ I don't know |
| ☐ Other (please specify) | |

2. Barriers to Obtaining Information about your Health and Wellbeing

12. When obtaining information from the internet, do any of the following apply to you? (tick as many as you like)

- ☐ I don't trust the information I get from the internet
- ☐ I am unsure of the quality of the information on the internet
- ☐ I don't have access to the internet
- ☐ I don't feel that any information I provide on the internet is treated as confidential
- ☐ There are language or other cultural barriers that make using the internet difficult
- ☐ The cost of using the internet is too high
- ☐ No, I have never considered using the internet
- ☐ No, none of the above apply

WCHM 2009 Women's Health Information Survey**13. When obtaining information from Telephone Helplines, do any of the following apply to you (tick as many as you like)?**

- ☐ I don't trust the information I get from helplines
- ☐ I am unsure of the quality of the information from helplines
- ☐ I don't have access to a telephone
- ☐ I don't feel that any information I provide to helplines is treated as confidential
- ☐ There are language or other cultural barriers that make using helplines difficult
- ☐ The cost of using helplines is too high
- ☐ No, I have never considered using helplines
- ☐ No, none of the above apply

14. When obtaining information from Alternative Therapists, do any of the following apply to you?

- ☐ I don't trust the information I get from alternative therapists
- ☐ I am unsure of the quality of the information from alternative therapists
- ☐ I don't have access to alternative therapists
- ☐ I don't feel that any information I provide to alternative therapists is treated as confidential
- ☐ There are language or other cultural barriers that make using alternative therapists difficult
- ☐ The cost of using alternative therapists is too high
- ☐ No, I have never considered using alternative therapists
- ☐ No, none of the above apply

15. When obtaining information from Social Workers, Psychologists, or Counsellors, do any of the following apply to you?

- ☐ I don't trust the information I get from social workers, psychologists or counsellors
- ☐ I am unsure of the quality of the information from social workers, psychologists or counsellors
- ☐ I don't have access to social workers, psychologists or counsellors
- ☐ I don't feel that any information I provide to social workers, psychologists or counsellors is treated as confidential
- ☐ There are language or other cultural barriers which make using social workers, psychologists or counsellors difficult
- ☐ The cost of using social workers, psychologists or counsellors is too high
- ☐ No, I have never considered using social workers, psychologists or counsellors
- ☐ No, none of the above apply

WCHM 2009 Women's Health Information Survey

16. When obtaining information from written publications (such as books, pamphlets and magazines) do any of the following apply to you?

- ☐ I don't trust the information I get from written publications
- ☐ I am unsure of the quality of the information from written publications
- ☐ I don't have access to written publications
- ☐ There are language or other cultural barriers which make using written publications difficult
- ☐ The cost of buying written publications is too high
- ☐ No, I have never considered obtaining information from written publications
- ☐ No, none of the above apply

17. Is there any information regarding your health and wellbeing that you are not able to obtain?

- ☐ No
- ☐ Yes (please provide a brief explanation below)

18. In your experience, what are the most significant barriers to obtaining the health and wellbeing information you require?

- ☐ There are no significant barriers
- ☐ Yes (please provide a brief explanation of the most significant barriers you experience)

19. Do you see a GP (general practitioner/doctor)?

If you answer yes to this question, skip question 20 and go straight to question 21

- ☐ Yes
- ☐ No

WCHM 2009 Women's Health Information Survey

20. If you don't see a GP, what are the main reasons why? Once you have answered this question, you can go straight to question 24

- | | |
|---|--|
| ☐ I don't trust the information I get from GPs | ☐ The location of the GP is inconvenient |
| ☐ I can't get in to a GP because of long waiting lists | ☐ It's too expensive to see a GP |
| ☐ I don't feel the information I provide them is treated as confidential | ☐ I have transport difficulties getting to a GP |
| ☐ I cannot find a GP who bulk bills | ☐ I have never considered using a GP |
| ☐ No new patients are being taken by GPs | |
| ☐ Other reason (please specify) | |

3. Barriers to Accessing your GP

21. Do you find any of the following to be barriers when accessing your GP? (Please select as many as you like).

- | | |
|--|---|
| ☐ I don't trust the information I get from GPs | ☐ The location of the GP is inconvenient |
| ☐ It's hard to get into a GP because of long waiting lists for an appointment | ☐ It's expensive to see a GP |
| ☐ I don't feel the information I provide them is treated as confidential | ☐ I have transport difficulties getting to a GP |
| ☐ I cannot find a GP who bulk bills | ☐ No, I have not experienced any significant barriers when accessing my GP |
| ☐ No new patients are being taken by GPs | |
| ☐ Other (please specify) | |

22. This question is in relation to the gender of your GP. Please indicate which of the following statements reflects your preference of the gender of your GP (please select one answer only).

- ☐ I always insist on a female GP
☐ I prefer a female GP but will take whoever is available
☐ I don't care if my GP is male or female
☐ I prefer a male GP but will take whoever is available
☐ I always insist on male GP
☐ I do not have any preferences for the gender of my GP

WCHM 2009 Women's Health Information Survey

23. This question is in relation to the cultural background of your GP. Please indicate which of the following statements reflects your preference of the cultural background of your GP (please select one answer only).

- ☐ I always insist on a GP from my own cultural background
- ☐ I prefer a GP from my own cultural background but will take whoever is available
- ☐ I don't care which cultural background my GP is from
- ☐ I prefer a GP who is not from my own cultural background but will take whoever is available
- ☐ I always insist on a GP not from my own cultural background

24. Please indicate which of the following statements reflects your preference when travelling to see your GP (please select one answer only).

- ☐ I always insist on using my local GP
- ☐ I prefer a to use a local GP but will go wherever I can get an appointment
- ☐ I don't mind travelling if I find a GP that I like

4. About you

25. What is your age?

- | | |
|---|--|
| ☐ 14 years or under | ☐ 50 to 59 years |
| ☐ 15 to 19 years | ☐ 60 to 69 years |
| ☐ 20 to 29 years | ☐ 70 to 74 years |
| ☐ 30 to 39 years | ☐ 75 years and over |
| ☐ 40 to 49 years | ☐ I Prefer not to answer |

26. What is your total household income per year (before tax)?

- | | |
|--|--|
| ☐ \$12,999 or less | ☐ \$88,400 to \$129,999 |
| ☐ \$13,000 to \$25,999 | ☐ \$130,000 to \$181,999 |
| ☐ \$26,000 to \$41,599 | ☐ \$182,000 or more |
| ☐ \$41,600 to \$62,399 | ☐ I Prefer not to answer |
| ☐ \$62,400 to \$88,399 | |

WCHM 2009 Women's Health Information Survey**27. What is the highest level of education you have achieved?**

- | | |
|---|---|
| ☐ No formal education | ☐ Diploma or Advanced Diploma |
| ☐ Up to Year 10 or equivalent | ☐ Bachelor's Degree |
| ☐ Up to Year 12 or equivalent | ☐ Postgraduate Diploma, Certificate or Degree |
| ☐ Certificate I-IV (e.g. CIT or TAFE) | ☐ I Prefer not to answer |

28. Which best describes you?

- ☐ Working full time
- ☐ Working part time/casual
- ☐ Studying full time
- ☐ Not currently in paid employment
- ☐ Full time mother/carers
- ☐ Retired

29. What is your household composition?

- ☐ Single, separated or widowed with no children at home
- ☐ Partnered, no children
- ☐ Single, with dependent children (i.e. children living at home)
- ☐ Partnered, with dependent children (i.e. children living at home)
- ☐ Other (please specify)

30. Are you of Aboriginal or Torres Strait Islander descent?

- ☐ Yes
- ☐ No

31. Are you from a culturally or linguistically diverse background?

- ☐ Yes
- ☐ No

WCHM 2009 Women's Health Information Survey**32. What is the main language you speak at home?**

- | | |
|--|----------------------------------|
| ☐ English | ☐ Italian |
| ☐ Arabic | ☐ Mandarin |
| ☐ Cantonese | ☐ Polish |
| ☐ Croatian | ☐ Serbian |
| ☐ German | ☐ Spanish |
| ☐ Greek | ☐ Vietnamese |
| ☐ Hindi | |
| ☐ Other (please specify) | |

33. Do you have a disability or a long-term/chronic health condition?

This includes disabilities that are physical, intellectual, psychiatric, sensory, and neurological. Also including physical disfigurement and/or the presence in the body of an organism capable of causing disease.

- ☐ Yes
☐ No

34. Do you have carer's responsibilities? (not including care of dependent children)

- ☐ Yes
☐ No

35. Where do you live?

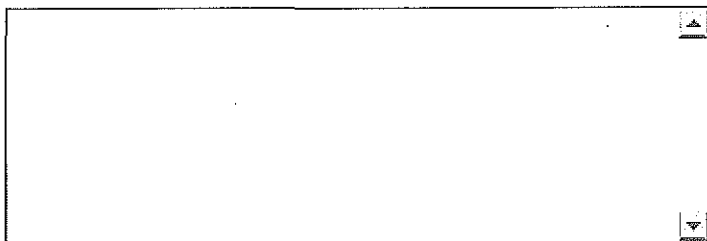
- | | |
|--|--|
| ☐ Inner North Canberra | ☐ Weston Creek/Stromlo |
| ☐ Inner South Canberra | ☐ Woden Valley |
| ☐ Belconnen | ☐ Tuggeranong |
| ☐ Gungahlin/Hall | ☐ Queanbeyan/Jerrabomberra |
| ☐ Other (please specify) | |

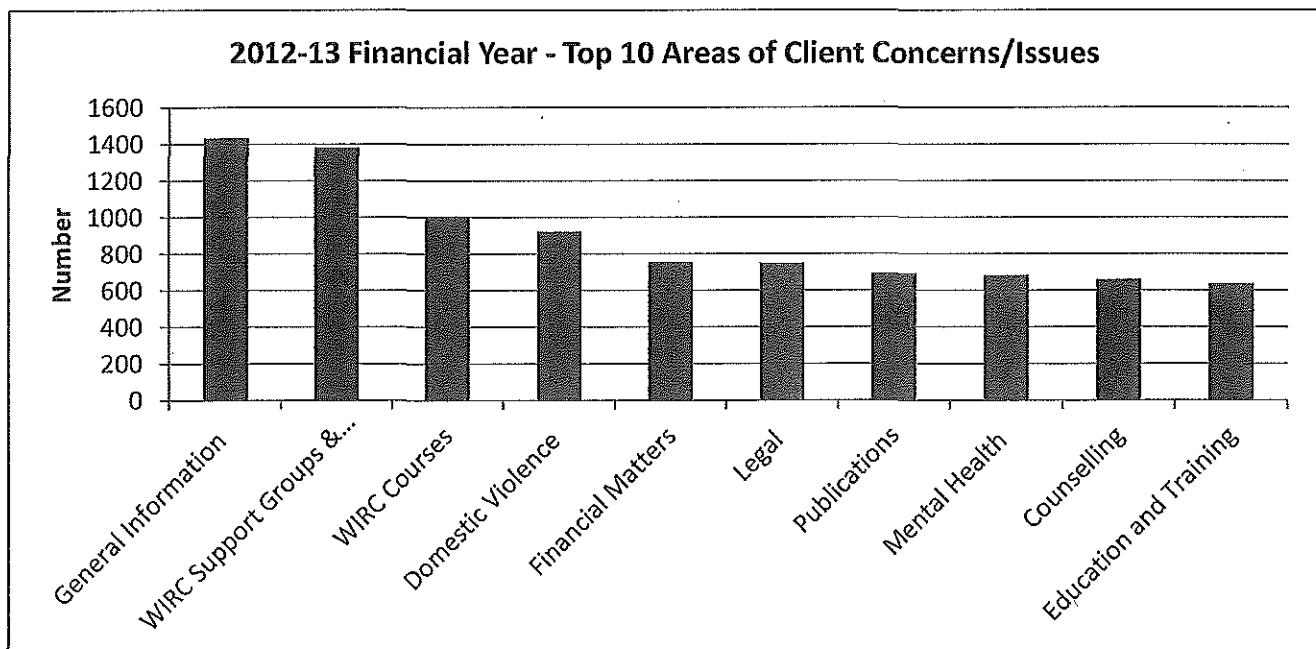
WCHM 2009 Women's Health Information Survey

36. Are there any comments you would like to make about any area covered in the survey?

☐ No

☐ Yes (please write your comments here)





MONTH	PHONE	FACE TO FACE CONTACTS	EMAIL	FAX/POST	COURSES	TOTALS
Jul-12	464	187	269	71		991
Aug-12	483	236	221	28		968
Sep-12	465	239	233	86	158	1181
Oct-12	474	222	290	26		1012
Nov-12	528	177	314	32		1051
Dec-12	336	133	126	28	127	750
Jan-13	348	178	232	30		788
Feb-13	631	280	301	24		1236
Mar-13	499	244	266	21	171	1201
Apr-13	410	191	234	14		849
May-13	642	230	359	33		1264
Jun-13	413	159	221	19	273	1085
TOTAL	5693	2476	3066	412	729	12376

29600

Meeting: Friday 18 October 2013

Discussion on a new services model for Women's Information and Referral Centre

Attendees:

Marcia Williams (Women's Centre for Health Matters), Mirjana Wilson (Domestic Violence Crisis Service), Chrystina Stanford (Canberra Rape Crisis Centre), Winsome Willow (Inanna), Jill (Inanna), Carol Benda (Women's Legal Centre), Kylie Petroni (Multicultural Women's Advocacy), Nic Manikis (Community Participation Group, CSD), Jancye Winter (Community Participation Group), CSD Michelle Bamford (Office for Women, Community Participation Group), Erin Bennett (Minister Burch's Women's Adviser)

Apologies:

Frances Crimmins (YWCA of Canberra), Dr Fiona Webster (Ministerial Advisory Council on Women), Libby Lloyd

Discussion

- Informal gathering to seek advice /guidance on a process to engage discussion and feedback to develop a new model for the Women's Information and Referral Centre, ensuring ACT women receive the information and referrals they require.
- This is an opportunity to work more collaboratively with our community partners to achieve improved outcomes for women and girls in our community.
- The Minister for Women is keen to explore a model that will better support the needs of ACT women.
- The Women's Information and Referral Centre (WIRC) established 35 years ago, provides a free information and referral service on a range of issues in a supportive and confidential environment. This enables ACT women and their families to make informed decisions and achieve self-determination. Information about the services including a directory of women's services and a bi-annual calendar of "What's on for Women" in the ACT, are available on the Women ACT website at www.women.act.gov.au
- There will be no staff losses – staff will be redeployed within the Community Services Directorate.
- The lease on the Centre will expire on 31 January 2014. A proposed way forward would need to be identified by mid November, to action in December.
- Is there an option for transition plan to be considered?
 - The Office for Women will relocate to Theo Notatars shortly there is the option for WIRC to have a presence at Theo Notatars.
 - The Office for Women will provide assistance during the transition period.
- Short timeframes poses challenges for consulting the community on input for a new service model.
 - Concerns were raised why a review of WIRC was not previously undertaken.
 - Clearer understanding of the service/functions and clients accessing the Centre is required to provide input to a new service model.

ACTION:

Provide a fact sheet of the WIRC's functions to facilitate further discussion.

COMPLETED

Identify key issues raised, who and how clients accessing the service.

COMPLETED - ATTACHED

- To develop a new model, clarity is required on the following:
 - services /functions undertaken by WIRC
 - Who is the target group?
 - Is there duplication?
 - What are the barriers to accessing information/referral?
 - Who is best placed to deliver services /functions in the future?
 - How information/referral is accessed (A range of delivery options available – specific for target groups.)
- Important to remember when undertaking any type of consultation - input is about the new model not an evaluation of WIRC.
 - Utilise existing surveys or previous consultations may be useful to inform a way forward – such MACW Listening Tour, WCHM, 2009 Women's Health survey.
 - Women attending today represent one component of the community – marginalised women.
 - Service users need to be consulted on how they access information and the identified barriers to accessing the support they need.
 - Other key stakeholders that provide support to women in the ACT need to be consulted.
 - Prior to seeking consultation from the community – provide clear parameters including budgetary limitations and government's priorities.
 - On the agenda to discuss at MACW's meeting on Tuesday 22 October 2013.

ACTION:

Marcia Williams to provide a copy of the 2009 Women's Health survey.

COMPLETED - ATTACHED

- Promotion of the new model will need to overcome the barriers created by negative publicity – focusing on improved connections with the community and strengthen partnerships.

Next Steps

- Meet next Friday to explore the discussion further.
- Invite Robyn Martin to attend.
- Provide participants with information to assist the discussion.

Bamford, Michelle

From: Bamford, Michelle
Sent: Monday, 21 October 2013 11:58 AM
To: Manikis, Nic
Subject: summary of meeting 18 October WIRC new model.
Attachments: 131021 Summary of meeting 18 October 2013 WIRC new model.doc

Nic

Please find attached draft dot point for your comments and consideration.

When you have provide comment I will attach the relevant documents. I am still working on key issues , who and how clients access the service – will have this ready shortly.

Cheers Michelle

Michelle Bamford | Senior Policy Officer

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

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

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



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Meeting: Friday 18 October 2013

Discussion on a new services model for Women's Information and Referral Centre

Attendees:

Marcia Williams (Women's Centre for Health Matters), Mirjana Wilson (Domestic Violence Crisis Service), Chrystina Stanford (Canberra Rape Crisis Centre), Winsome Willow (Inanna), Jill (Inanna), Carol Benda (Women's Legal Centre), Kylie Petroni (Multicultural Women's Advocacy), Nic Mankis (Community Participation Group, CSD), Jancye Winter (Community Participation Group), CSD Michelle Bamford (Office for Women, Community Participation Group), Erin Bennett (Minister Burch's Women's Adviser)

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Discussion

- Informal gathering to seek advice /guidance on a process to engage discussion and feedback to develop a new model for the Women's Information and Referral Centre, ensuring ACT women receive the information and referrals they require.
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 - Concerns were raised why a review of WIRC was not previously undertaken.
 - Clearer understanding of the service/functions and clients accessing the Centre is required to provide input to a new service model.

ACTION:

Provide a fact sheet of the WIRC's functions to facilitate further discussion.

COMPLETED

Identify key issues raised, who and how clients accessing the service. **Will provide to you shortly**

- To develop a new model, clarity is required on the following:
 - services /functions undertaken by WIRC
 - Who is the target group?
 - Is there duplication?
 - What are the barriers to accessing information/referral
 - Who is best placed to deliver services /functions in the future?
 - How information/referral is accessed (A range of delivery options available – specific for target groups.)
- Important to remember when undertaking any type of consultation - input is about the new model not an evaluation of WIRC.
 - Utilise existing surveys or previous consultations may be useful to inform a way forward – such MACW Listening Tour, WCHM, 2009 Women's Health survey.
 - Women attending today represent one component of the community – marginalised women – service users need to be consulted on how they access information and the identified barriers.
 - Prior to seeking consultation from the community – provide clear parameters including budgetary limitations and government's priorities.
 - On the agenda to discuss at MACW's meeting on Tuesday 22 October 2013.

ACTION:

Marcia to provide a copy of the 2009 Women's Health survey.

COMPLETED - attached

- Promotion of the new model will need to overcome the barriers created by negative publicity – focusing on improved connections with the community and strengthen partnerships.

Next Steps

- Meet next Friday to explore the discussion further.
- Invite Robyn Martin to attend.
- Provide participants with information to assist the discussion.

22

Bamford, Michelle

From: Bamford, Michelle
Sent: Wednesday, 2 October 2013 4:30 PM
To: Polkinghorne, Peter
Subject: RE: WIRC Budget Information

Thanks Peter

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



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From: Polkinghorne, Peter
Sent: Wednesday, 2 October 2013 9:36 AM
To: Bamford, Michelle
Subject: WIRC Budget Information

Hi Michelle,

Budget information as requested.

	2012-2013	2013-14	
	Internal Budget	Budget	Variance
Operating Result	8,995	(3,251)	(12,246)
Govt Payments for Outputs	(494,160)	(326,000)	168,160
Expenses	503,155	322,749	(180,406)
Employee Expenses	325,339	160,871	(164,468)
Operating Expenses	177,816	161,878	(15,938)

Regards

Peter Polkinghorne

Senior Finance Officer
Finance and Budgets
Policy and Organisational Services
Community Services Directorate
Ph: 62052487