

Documents – Schedule 3 - Michelle Callen

Folio no	Date	Document	Status	Reason for Exemption
1-5	01/10/2013	Email – Doc3 and Attachment (unsigned Brief)	Partial release	FOI Act, s35
6	01/10/2013	Email- WiRC model	Full release	
7-9	01/10/2013	Email WiRC model and Attachment	Full release	
10	02/10/2013	Email – names and contact details	Partial Release	FOI Act, s41
11-14	02/10/2013	Email WiRC talking points and Attachment	Full release	
15- 15b	02/10/2103	Email – media issues and attachment	Partial release	Outside of scope
16	02/10/2103	Email - names and contact details	Partial Release	FOI Act, s41
17-20	02/10/2013	Email Wirc summary and Attachment	Full release	
21	03/10/2013	Email – Discussion with Community Sector	Full release	
22	18/10/2013	Email – Chief Minister's talkback	Full release	
23-25	31/10/2013	Email – Minister request	Full release	
26	05/11/2013	Email- WiRC information: estimates preparation	Full release	
27-28	06/11/2013	Email – Wirc budget savings 2013-14 and Attachment (Budget savings)	Exempt in full	FOI Act, s35
29-30	06/11/2013	Email – Minister request WiRC	Full release	
31-33	06/11/2013	Email – Wirc services and Attachment	Full release	
34-35	07/11/2013	Email – Doc and Attachment	Full release	
36-38	20/11/2013	Email – Wirc Statement	Full release	
39-41	22/11/2013	Email – Brief to CM	Not released	Copy: Refer to Schedule 2, folio 181-183

Folio no	Date	Document	Status	Reason for Exemption
42-43	03/12/2013	Email – WiRC dot points-3 December 2013 and Attachment	Full release	
44-45	10/12/2013	Email chain- First go at WiRC msg	Full release	
46-47	10/12/2013	Email chain	Full release	

47
Callen, Michelle

From: Doyle, Bridie
Sent: Tuesday, 10 December 2013 1:25 PM
To: Dutt, Kanchan; Callen, Michelle; Aguilera, Alicia; Chapman, Sue; Manikis, Nic; Matthews, David
Subject: RE: first go at WIRC msg

Hi Kanchan

It is in my position paper which is on its way to Minister and currently with DG.

Cheers
Bridie

From: Dutt, Kanchan
Sent: Tuesday, 10 December 2013 1:21 PM
To: Doyle, Bridie; Callen, Michelle; Aguilera, Alicia; Chapman, Sue; Manikis, Nic; Matthews, David
Subject: RE: first go at WIRC msg

Hello all,

Thanks for the advice Bridie re consultation. Is this something Min's office is aware of? Sounds as though we go with Women's Information at this time?

Cheers,
Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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

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



@CSD_ACT



Community Services Directorate

From: Doyle, Bridie
Sent: Tuesday, 10 December 2013 10:56 AM
To: Callen, Michelle; Dutt, Kanchan; Aguilera, Alicia; Chapman, Sue; Manikis, Nic; Matthews, David
Subject: RE: first go at WIRC msg

Hello

While I understand the need to clearly "move on", the position paper states there will be consultation around the name change (which was requested or suggested at a number of consultations with women's services) ???

At present we are just using 'Women's Information' on all the website and document changes – this recognises some level of continuity until a permanent change is made (also bearing in mind some of the political sensitivities at this stage).

Regards
Bridie

Ps- there are too many gateways already!

From: Callen, Michelle
Sent: Tuesday, 10 December 2013 10:47 AM
To: Dutt, Kanchan; Aguilera, Alicia; Chapman, Sue; Doyle, Bridie; Manikis, Nic; Matthews, David
Subject: RE: first go at WIRC msg

Hello Kanchan, I think gateway may be confused with the one human services gateway project. If the Minister's Office wants a new name maybe network and I like hub too. Michelle

From: Dutt, Kanchan

Sent: Tuesday, 10 December 2013 10:18 AM

To: Aguilera, Alicia; Callen, Michelle; Chapman, Sue; Doyle, Bridie; Manikis, Nic; Matthews, David

Subject: RE: first go at WiRC msg

Importance: High

Hello all,

We have revised the WiRC message based on feedback received, please see below.

The Minister's Office has asked for some suggestions on what we propose to call the new service. I mentioned that one option was calling it *Women's Information and Referral Services*.

Would another option be the *Women's Gateway*? Or *Women's Information and Referral Hub*

Appreciate any other suggestions and if we can get some options to Min's Office by CoB today that'd be great.

Colleagues

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

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

I would also like to take this opportunity to sincerely thank the staff at WiRC, who have made a difference everyday to their clients. Your commitment and dedication is to be commended.

Throughout the remainder of this month and January staff will be relocating to their new positions while the services will be moved the Theo Notaras Multicultural Centre. The *What's on for Women* calendar is due to be out in January 2014 as normal.

ENDS

Cheers,
Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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

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



@CSD_ACT



Community Services Directorate

Callen, Michelle

From: Manikis, Nic
Sent: Tuesday, 10 December 2013 11:14 AM
To: Dutt, Kanchan; Aguilera, Alicia; Callen, Michelle; Chapman, Sue; Doyle, Bridie; Matthews, David
Subject: RE: first go at WiRC msg

Kanchan

Can you please use 'Women Information and Referral Services' to denote regionalisation and decentralisation. What we shouldn't do is reinforce a centrally delivered service in the new world.

Cheers

nic

From: Dutt, Kanchan
Sent: Tuesday, 10 December 2013 10:18 AM
To: Aguilera, Alicia; Callen, Michelle; Chapman, Sue; Doyle, Bridie; Manikis, Nic; Matthews, David
Subject: RE: first go at WiRC msg
Importance: High

Hello all,

We have revised the WiRC message based on feedback received, please see below.

The Minister's Office has asked for some suggestions on what we propose to call the new service. I mentioned that one option was calling it *Women's Information and Referral Services*.

Would another option be the *Women's Gateway*? Or *Women's Information and Referral Hub*

Appreciate any other suggestions and if we can get some options to Min's Office by CoB today that'd be great.

Colleagues

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

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

I would also like to take this opportunity to sincerely thank the staff at WiRC, who have made a difference everyday to their clients. Your commitment and dedication is to be commended.

Throughout the remainder of this month and January staff will be relocating to their new positions while the services will be moved to the Theo Notaras Multicultural Centre. The *What's on for Women* calendar is due to be out in January 2014 as normal.

ENDS

Cheers,
Kanchan

Kanchan Dutt | Senior Manager
T: 02 6205 0282 | M: 0478 301 615



[@CSD_ACT](https://twitter.com/CSD_ACT)



[Community Services Directorate](https://www.facebook.com/CommunityServicesDirectorate)

Callen, Michelle

From: Doyle, Bridie
Sent: Tuesday, 3 December 2013 5:12 PM
To: Dutt, Kanchan; Callen, Michelle
Cc: Manikis, Nic; Bamford, Michelle
Subject: WIRC dot points- 3 december 2013
Attachments: WIRC dot points- 3 december 2013.doc

Dot points as requested. Let me know if you require any additional information.

Regards

WOMENS INFORMATION AND REFERRAL CENTRE (WIRC) DOT POINTS

3 December 2013

- The ACT Government is committed to maintaining the provision of a government information and referral service for women as provided by WIRC but the location from which they are delivered and in some cases the actual provider will change.
- The new model retains those WIRC functions that are appropriate for the ACT Government to provide and the outsourcing of those that are not.
- The revised model of service delivery ensures the continuity of 99.5% of the current WIRC functions with an annual saving of \$196,000.
- There were multiple drivers for the changes to WIRC services, including:
 - Current WIRC data which shows low access by a range of disadvantaged populations of women in the ACT, including Indigenous women, women with a disability and young women. It is critical that the ACT Government is confident their services are delivered in ways that improve accessibility to those in the community most in need.
 - The need in the current fiscal environment to find ways to deliver services in a more efficient way.
 - The recent changes internal to CSD to join up the services provided by Office for Women, Office for Ageing and Office for Multicultural Affairs into the 'Community Participation Group' provided an opportunity to reassess a range of functions across these areas to ensure improved linkages, accessibility and shared service provision, including WIRC functions.
 - The WIRC model is 35 years old and while it has evolved in response to demand, the service has moved into provision of services that are outside the scope and professional ambit of government information and referral service.
- The provision of domestic violence and other related support groups will be outsourced via contract to an appropriate expert community agency. The contract will include a requirement to provide the support groups in a variety of locations across the ACT.
- A contract will also be developed to undertake a full review of the current support groups prior to the new provider taking them on from 1 July 2014, which will include reviewing client feedback and a requirement to consult with the women's services sector and other agencies working with identified target groups such as Indigenous women, women from diverse cultural backgrounds and women with a disability to improve accessibility by these target groups.
- The phone and drop in service will continue to operate from the Theo Notaras Multicultural Centre (with a designated and appropriate space for women to access in person).
- The calendar of groups for January to 30 June 2014 is currently being finalised.

Callen, Michelle

From: Dutt, Kanchan
Sent: Wednesday, 20 November 2013 9:40 AM
To: Chapman, Sue; Matthews, David; Manikis, Nic
Cc: Howson, Natalie; Callen, Michelle; Beaton, Richard; Aguilera, Alicia
Subject: FW: WIRC statement

Hello all,

A heads up that we may be getting a request today from WIN News for an interview in relation to the WIRC (see below).

Wanted to check who would be the spokesperson for the Directorate?

Cheers,

Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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

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



@CSD_ACT



Community Services Directorate

From: Springett, Emily
Sent: Wednesday, 20 November 2013 9:37 AM
To: Lincoln Rothall
Cc: Dutt, Kanchan
Subject: RE: WIRC statement

Hi Lincoln,

As it is an update, and the Minister's calendar is full today, I would suggest if you need someone on camera an Executive from the Community Services Directorate could assist you.

I have copied in Manager of media Kanchan Dutt, who you could discuss with further.

Thanks

Emily

Emily Springett
Media Advisor

Office of Joy Burch, MLA

Minister for Education and Training

Minister for Children and Young People, Disability

Minister for Arts

Minister for Gaming and Racing

Minister for Multicultural Affairs

Minister for Women

Member for Brindabella

T. 02 6205 7402

M. 0413 169 029

E. emily.springett@act.gov.au

From: Lincoln Rothall [<mailto:rothall@winns.com.au>]
Sent: Tuesday, 19 November 2013 7:03 PM
To: Springett, Emily
Subject: Re: WIRC statement

Hey Emily

The story ended getting bumped at the last minute tonight.

We're going to run it tomorrow. Is joy available for interview?

Linc

Lincoln Rothall
Journalist
WIN News Canberra
Ph. 0421 430 263

On 19/11/2013, at 4:35 PM, "Springett, Emily" <Emily.Springett@act.gov.au> wrote:

Lincoln, you may quote a spokeswoman of the Office of Minister Joy Burch.

“The intention is that types of services currently offered by the WIRC will continue.

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

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

Emily Springett
Media Advisor

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

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

36

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

Callen, Michelle

From: Pugh, Karen on behalf of Chapman, Sue
Sent: Thursday, 7 November 2013 10:14 AM
To: Callen, Michelle
Subject: FW: Document1
Attachments: Doc1.doc

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

Sue

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

Cheers

nic

DOT POINTS IN RESPONSE TO LETTER IN THE CANBERRA TIMES

(Ms Elena Almassy 7 November 2013)

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

(a) Ms Almassy asserts that: -

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

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

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

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

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

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

Callen, Michelle

From: Manikis, Nic
Sent: Wednesday, 6 November 2013 4:08 PM
To: Callen, Michelle
Cc: Baker, Fiona; Bamford, Michelle
Subject: wirc services
Attachments: wirc services.doc

Michelle

If you need more information please let me know.

Cheers

nic

DOT POINTS IN RESPONSE TO LETTER IN THE CANBERRA TIMES

(Ms Elena Almassy 7 November 2013)

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

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

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

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

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

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

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

Can you also provide advice on how CSD will support women that come to the WiRC to access DV support services after court matters.

- There will be continued support available for women seeking access to DV support services following the relocation of services from WiRC at the end of this year.
- Women will continue to receive support and information from appropriately trained staff located in the Theo Notaras Multicultural Centre from the end of December 2013.
- There will be one former WiRC part-time permanent staff member who will transfer and anchor this service as part of the Office for Women relocated to the Theo Notaras Multicultural Centre – this staff member will be supported by other appropriately trained staff from the Office for Women as well as from the other areas of the Community Participation Group located in the Centre.
- It should be noted that the service offered is not a 'case management' service but rather a 'consultation and subsequent referral' service, usually as a one-off occasion.

What women's support services will be available in Tuggeranong and Gungahlin

- It is proposed that the following services will be available in Tuggeranong and Gungahlin once the WiRC model changes:
 - relevant publications and information at all three Child and Family Centres, Gateway (NDH House) and at Therapy ACT;
 - the *Return to Work officer* will be available (schedule promoted) for a morning or an afternoon each week at each of the three Child and Family Centres;
 - all staff at the three Child and Family Centres, Gateway (NDH House) and in the Community Participation Group located at the Theo Notaras Multicultural Centre will receive appropriate training to deal with enquiries from women who wish to access services, information and support;
 - we will explore the availability of free use of computers and internet at the three Child and Family Centres for women;
 - we will also construct a program of information sessions for women to be delivered at the three Child and Family Centres and other locations in Tuggeranong and Gungahlin .

Callen, Michelle

From: Manikis, Nic
Sent: Wednesday, 6 November 2013 3:35 PM
To: Callen, Michelle
Subject: FW: Minister request WIRC

Fyi

nic

From: Polkinghorne, Peter
Sent: Wednesday, 6 November 2013 3:27 PM
To: Manikis, Nic
Subject: RE: Minister request WIRC

Hi Nic,

Further to my earlier email I advise that the following changed to the original budget information provided as below has changed due to the removal of the Return to Work Coordinator 0.65 FTE from the 2012-13 base year. This flows on to the following year for Information Technology, Staff Admin on Cost etc. Also an internal budget revision has occurred to rectify a budget anomaly identified in Operational and Other Operational expenses. The revised figures are identified below in red.

This now allows a more reliable comparison of the WIRC activities from year to year.

Regards

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

From: Manikis, Nic
Sent: Thursday, 31 October 2013 9:47 AM
To: Beer, Kylie
Cc: Chapman, Sue; Chester, Tracy; Martinez, Catherine; Hubbard, Ian
Subject: RE: Minister request

Kylie

The breakdown of the WIRC budget for 2013-14 (**total \$322,749**): \$301,548

(a)	Salaries and on cost	\$166,670 \$160,871
(b)	Accommodation lease	\$61,000 (note: only from 1 July 2013 – 31 January 2014)
(c)	Courses- funding externals	\$30,878
(d)	Information Technology Services	\$12,000 \$22,000 (Intact equipment & services – pro-rated based on staff FTE)

(e) Operational Expenses **\$30,000** ~~\$40,000~~ (communication expenses, staff development/recruitment, travel/transport, printing stationary & publications, public relations & media) Printing reduced from \$20,000 to \$10,000. It was \$17,000 in 2012-13

(f) other operating expenses **\$1,000** ~~\$8,000~~ Depreciation **\$6,000** and FBT **\$1,000**
removed from budget

I am happy to discuss if need be.

Cheers

nic

From: Manikis, Nic
Sent: Tuesday, 5 November 2013 8:01 PM
To: Callen, Michelle
Cc: Chapman, Sue
Subject: Re: WiRC information: estimates preparation

Michelle

I will get onto this Wednesday morning and will liaise with FAB.

I have recently provided ministers office with breakdown budget for WiRC for 2013-14....I will get other info in morning.

Cheers

Nic

Sent from my iPad

On 5 Nov 2013, at 6:36 pm, "Callen, Michelle" <Michelle.Callen@act.gov.au> wrote:

Hello Nic

Following Minister Burch's meeting today Sue has asked for the following WiRC information:

What was the 2013/14 budget for WiRC –12 month period

What is the 2014/15 budget for WiRC - 12 month period

What is the saving/difference?

Please breakdown salaries/services/administration for both years, and include line item for rent.

Can you also provide advice on how CSD will support woman that come to WiRC to access DV support services after court matters. I think this issue was raised in an email from Marcia?

Can you also seek advice on what women's support services will be available in Tuggeranong and Gungahlin once the WiRC model changes. This needs to consider the allegation that the ACT Government is reducing its commitment to gender based services.

Please let me know if you need help to coordinated /pull this information together, thank you
Michelle

Michelle Callen | Executive Officer to the Deputy Director-General|

Phone: 02 6205 3568 | Fax: 02 6207 1552

Community Services Directorate | ACT Government

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

25
Callen, Michelle

From: Manikis, Nic
Sent: Thursday, 31 October 2013 6:19 PM
To: Daw, Lesley
Cc: Hosie, Donna; Callen, Michelle; Beer, Kylie
Subject: RE: Minister request

Lesley

Yes Natalie has it.

Thank you

nic

From: Daw, Lesley
Sent: Thursday, 31 October 2013 6:18 PM
To: Manikis, Nic
Cc: Hosie, Donna; Callen, Michelle; Beer, Kylie
Subject: RE: Minister request

Nic

Natalie had a hard copy of this in case it was raised but I am pretty sure they will stick to the (DACT/OCYFS) agenda items.

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

From: Beer, Kylie
Sent: Thursday, 31 October 2013 9:49 AM
To: Manikis, Nic
Cc: Daw, Lesley; Hosie, Donna; Callen, Michelle
Subject: RE: Minister request

Thanks Nic

Can you see if you can get this Natalie before her meeting with the Minister. I will not provide to Minister until Natalie has seen it.

Cheers
Kylie

From: Manikis, Nic
Sent: Thursday, 31 October 2013 9:47 AM
To: Beer, Kylie
Cc: Chapman, Sue; Chester, Tracy; Martinez, Catherine; Hubbard, Ian
Subject: RE: Minister request

Kylie

The breakdown of the WiRC budget for 2013-14 (total \$322,749):

24

(a)	Salaries and on cost	\$160,871
(b)	Accommodation lease	\$61,000 (note: only from 1 July 2013 – 31 January 2014)
(c)	Courses- funding externals	\$30,878
(d)	Information Technology Services on staff FTE)	\$22,000 (Intact equipment & services – pro-rated based
(e)	Operational Expenses	\$40,000 (communication expenses, staff development/recruitment, travel/transport, printing stationary & publications, public relations & media)
(f)	other operating expenses	\$8,000

I am happy to discuss if need be.

Cheers

nic

From: Beer, Kylie
Sent: Thursday, 31 October 2013 9:30 AM
To: Manikis, Nic
Subject: RE: Minister request

Thanks Nic
Kylie

From: Manikis, Nic
Sent: Wednesday, 30 October 2013 9:15 PM
To: Beer, Kylie
Cc: Chapman, Sue; Chester, Tracy; Martinez, Catherine
Subject: Re: Minister request

Kylie
Will have in morning for you.
Cheers
Nic

Sent from my iPad

On 30 Oct 2013, at 6:07 pm, "Beer, Kylie" <Kylie.Beer@act.gov.au> wrote:

Hi all
Please see request for info on the WIRC budget below. it may be worth getting this information to Natalie by 11am, when she meets with Minister Burch, as it may come up.

Sorry for the tight timeframe
Thanks
Kylie

From: Bennett, Erin
Sent: Wednesday, 30 October 2013 5:40 PM
To: Beer, Kylie
Subject: Minister request

The Minister would like dot points which breakdown the WIRC budget.
A breakdown of funding allocation for;

- Staff
- Lease
- Courses – ie, funding external facilitators
- Operational
- Any other I've missed out.

Minister would like this by COB Wednesday 31 Oct (tomorrow)

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

P: (02) 620 55420 | F: (02) 620 53165

E: erin.bennett@act.gov.au

<image001.png>

Callen, Michelle

From: Manikis, Nic
Sent: Friday, 18 October 2013 9:37 AM
To: Caldwell, Anna; Daw, Lesley; Callen, Michelle; Winter, Jancye
Cc: Aguilera, Alicia; Abramovic, Michelle
Subject: RE: Chief Minister's talkback: WIRC

Thank you Anna

nic

From: Caldwell, Anna
Sent: Friday, 18 October 2013 9:26 AM
To: Manikis, Nic; Daw, Lesley; Callen, Michelle; Winter, Jancye
Cc: Aguilera, Alicia; Abramovic, Michelle
Subject: Chief Minister's talkback: WIRC

Caller phoned into Chief Minister's talkback re: WIRC

- Caller worried about quality of services and asked the CM is she is familiar with calendar each year
- CM said aware of role WIRC has played, it's being looked at and how best to provide services. 70 % is coming via phone or email.
- CSD been given job at all looking at all services in environment we're in now.
- There will be no loss of staff. Staff will not lose jobs will be redeployed. Work will be done within CSD. Some help with outreach from NGOs. It is A CHANGE, NOT UNSUAL SERVICES CHANGE TO MEET NEEDS OF COMMUNOTY.
- Caller asked will courses be maintained?
- CM said Joy Burch has given clear assurances it will be continued.
- Text from another person saying he is disappointed it will be closing, provides invaluable service, with only domestic violence service on Canberra.
- CM said domestic violence services will continue, not the only place that provides this support, not saying nothing will change but need to look at services. Every part of government services are being reviewed. This is not just about WIRC it's right across government. Just because it's been running for 35 years doesn't mean it's the right service.

Anna Caldwell | Senior Media and Communications Officer

T: 02 6205 0619 | F: 02 6205 0279

Media and Communications | Community Services Directorate | ACT Government

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



@CSD_ACT



Community Services Directorate

Callen, Michelle

From: Manikis, Nic
Sent: Thursday, 3 October 2013 1:29 PM
To: Bennett, Erin
Cc: Chapman, Sue; Whitten, Meredith; Callen, Michelle
Subject: Discussion with Community Sector - WiRC

Erin

As requested below is a list of people Sue and I have spoken with about the 'improving services for women's initiative:

Sela Tafau - Multicultural Women's Advocacy Inc
Libby Lloyd – Chair of National PVWC and long term participant in local women's sector
Fiona Webster – Chair MACWA
Marcia Williams – Womens Centre for Health Matters.

I understand that all these people were generally supportive of moving to a more accessible and flexible service delivery model and all indicated that they are willing to assist in the implementation if needed.

Cheers

Nic Manikis Director, Community Participation Group
Ph 620 50522 | Fax 620 75862 | mob 0423014455
Community Services Directorate | **ACT Government**
Level 4, 11 Moore St City | GPO Box 158 Canberra ACT 2601 | nic.manikis@act.gov.au



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

Callen, Michelle

From: Whitten, Meredith
Sent: Wednesday, 2 October 2013 7:04 PM
To: Violante, Victor; Bennett, Erin; Tardif, Phillip; Howson, Natalie; Chapman, Sue; Manikis, Nic; Robinson, Jodie; Callen, Michelle; Dutt, Kanchan
Subject: WIRC Summary
Attachments: WIRC Issues.doc

Please find attached revised dot points which summarises the proposed approach.

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

Issues Summary – Women's Services

- There is an emerging need to change the WiRC model that has been in place since the establishment of the centre 35 years ago. We need to ensure that women have support they need when and where they need it.
- This change is about reducing duplication in services while providing better outreach so that women have better access to our programs and services.
- This will be achieved in part by moving from a model where WiRC and its programs were based in one location to one where these services are based in the community.
- The suite of offerings we have in this area remains strong and their effectiveness will be enhanced through the increased outreach under the new model. This is being achieved while remaining true to the ACT Government's aim of fiscal responsibility.
- These changes will also see savings in administrative costs and a portion of these savings will be reinvested into the community sector.
- Online services means that women are sourcing information in other ways (either as a self service or through assistance services such as libraries, Canberra Connect, Citizen's Advice).
- There will not be any job losses through this change. The process of moving to the new approach will involve consultations with staff affected by this change.
- Our research shows that in 2012-13 there were a total of 12,376 various forms of interaction with staff at the WiRC and of these 8,759, or more than 70%, were via telephone or email. Some 398 of these interactions were face-to-face visits and our aim is to increase these by moving our services into an increased range of areas.
- The broader Office for Women will remain and continue to deliver strategic advice.

What are the current services offered by WiRC?

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

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

How many clients use these services?

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

How many contacts or occasions of service are there?

- In 2012 2013, total WIRC contacts were 12,376 – mostly by phone or on-line.

Type of Contacts	Number of Contacts
Telephone	5,693
Emails received	3,066
Drop-in visits	1,698
Attendees for courses, support groups and information sessions	729
Face to face scheduled appointments	398
Accessing the internet and library use	380
Faxes and postings	412
Total number of Contacts	12,376

When will improvement measures be implemented?

- Improvement measures will be implemented in late November 2013.

What will improved services look like?

- Through an outreach approach, improved information services will be more accessible to a wider range of vulnerable women across Canberra. Women will be able to gain access to information services from a range of locations.
- Information and referral services will be available from government and community organisations located across Canberra, including in the Children and Family Centres, First Point/Gateway Services and Multicultural Womens Advocacy Inc.
- Referral and all other services will be also located in the Community Participation Group office in the Theo Notaras Multicultural Centre.

Any impact on staffing?

- Yes. Five current staff (sharing 3.45FTEs) will be redeployed in vacant positions across the Community Services Directorate.

What is the Community Participation Group?

- The new WIRC service will be part of the Community Participation Group.
- This Group supports relevant Ministers in their roles in the:
 - community, Assembly and in Commonwealth/State forums;

- setting the framework agenda for government strategies and actions in relation to advancing the interests of three constituency groups (multicultural, women and seniors);
- takes a leading role in facilitating a number of community related events and activities; and
- implements a range of services and programs relevant to the three constituency groups.

Callen, Michelle

From: Whitten, Meredith
Sent: Wednesday, 2 October 2013 5:59 PM
To: Manikis, Nic; Chapman, Sue
Cc: Callen, Michelle
Subject: RE: Names and contact details

Hi Nic

Thank you for these contact names. Would you please contact:

Sela Tafau President of the Multicultural Womens Advocacy Inc

Libby Lloyd

With thanks

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

From: Manikis, Nic
Sent: Wednesday, 2 October 2013 9:35 AM
To: Chapman, Sue
Cc: Callen, Michelle; Whitten, Meredith
Subject: Names and contact details

Sue

The three women:

Sela Tafau President of the Multicultural Womens Advocacy Inc

Libby Lloyd

Meredith will provide Rosemary Follett's details.

cheers

Nic Manikis Director, Community Participation Group
Ph 620 50522 | Fax 620 75862 | **mob** 0423014455
Community Services Directorate | **ACT Government**
Level 4, 11 Moore St City | GPO Box 158 Canberra ACT 2601 | nic.manikis@act.gov.au



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

Callen, Michelle

From: Dutt, Kanchan
Sent: Wednesday, 2 October 2013 4:49 PM
To: Howson, Natalie
Cc: Chapman, Sue; Callen, Michelle; Robinson, Jodie
Subject: CSD media issues 02.10.13
Attachments: C08311_01102013.pdf

Hello Natalie,

I've revised the talking points for WiRC following feedback from the Min's office and re-sent within CSD for feedback.

Min Rattenbury was interviewed by WIN News today in relation to public housing waiting lists and the issue of tenants who do not qualify for public housing but cannot afford community housing.

Kind regards,

Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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

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



@CSD_ACT



[Community Services Directorate](#)

Callen, Michelle

From: Dutt, Kanchan
Sent: Wednesday, 2 October 2013 4:44 PM
To: Howson, Natalie; Chapman, Sue; Whitten, Meredith; Manikis, Nic
Cc: Robinson, Jodie; Callen, Michelle
Subject: RE: WiRC talking points
Attachments: WiRC changes 02.10.13.doc

Hello all,
I have revised the talking points following feedback from the Minister's meeting today.
Please let me know of any additions/changes.
Cheers,
Kanchan

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



@CSD_ACT



[Community Services Directorate](#)

From: Dutt, Kanchan
Sent: Wednesday, 2 October 2013 11:27 AM
To: Howson, Natalie; Chapman, Sue; Whitten, Meredith
Cc: Manikis, Nic; Robinson, Jodie; Callen, Michelle
Subject: FW: WiRC talking points

Hello all,
I've drafted some talking points and Q&As for WiRC that can be discussed with the Minister. I have just sent to Nic for his input.
Cheers,
Kanchan

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



@CSD_ACT



[Community Services Directorate](#)

From: Dutt, Kanchan
Sent: Wednesday, 2 October 2013 11:02 AM
To: Manikis, Nic
Cc: Whitten, Meredith; Aguilera, Alicia
Subject: WiRC talking points

Hello Nic,
First draft of some talking points. Working on Q&As now.
Cheers,
Kanchan

Kanchan Dutt | Senior Manager
T: 02 6205 0282 | M: 0478 301 615
Media and Communications | Community Services Directorate | **ACT Government**



@CSD_ACT



Community Services Directorate

Talking point for changes to WiRC

- There is an emerging need to change the WiRC model that has been in place since the establishment of the centre 35 years ago. We need to ensure that women have support they need when and where they need it.
- This change is about reducing duplication in services while providing better outreach so that women have better access to our programs and services.
- This will be achieved in part by moving from a model where WiRC and its programs were based in one location to one where these services are based in the community.
- The suite of offerings we have in this area remains strong and their effectiveness will be enhanced through the increased outreach under the new model. This is being achieved while remaining true to the ACT Government's aim of fiscal responsibility.
- These changes will also see savings in administrative costs and a portion of these savings will be reinvested into the community sector.
- There will not be any job losses through this change. The process of moving to the new approach will involve consultations with staff affected by this change.
- Our research shows that in 2012-13 there were a total of 12,376 various forms of interaction with staff at the WiRC and of these 8,759, or more than 70%, were via telephone or email. Some 398 of these interactions were face-to-face visits and our aim is to increase these by moving our services into an increased range of areas.
- The broader Office for Women will remain and continue to deliver strategic advice.

Why are you deciding to bring these changes in now?

The ACT Government has been engaged in a long-term process of reviewing the effectiveness and efficiency of the services it delivers. This has seen programs enhanced and improved so that they meet the needs of people today. The changes to WiRC are in line with this long-term process.

In recent weeks the Community Services Directorate has announced the closure of the Elouera respite centre and now the WiRC site, both without consultation. Is this the best way to carry out changes of this type?

These two issues should not be confused with each other. Having said that, the way we deliver our services has to be continually reviewed to ensure that it is meeting the needs of Canberrans. Governments have to make decisions that may cause some concern in the short term but that in the longer term are done in the best interests of the community.

I reiterate that with WiRC, this process is not about cutting jobs of services but about allowing more women to benefit from the programs for women we offer by broadening the places where we engage with the community.

Callen, Michelle

From: Whitten, Meredith
Sent: Wednesday, 2 October 2013 9:42 AM
To: Manikis, Nic; Chapman, Sue
Cc: Callen, Michelle
Subject: RE: Names and contact details

Hi Sue

Rosemary Follett's home number is: 41

Do you wish me to call her?

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

From: Manikis, Nic
Sent: Wednesday, 2 October 2013 9:35 AM
To: Chapman, Sue
Cc: Callen, Michelle; Whitten, Meredith
Subject: Names and contact details

Sue

The three women:

Sela Tafau President of the Multicultural Womens Advocacy Inc 41

Libby Lloyd 41

Meredith will provide Rosemary Follett's details.

cheers

Nic Manikis Director, Community Participation Group
 Ph 620 50522 | Fax 620 75862 | mob 0423014455
 Community Services Directorate | ACT Government
 Level 4, 11 Moore St City | GPO Box 158 Canberra ACT 2601 | nic.manikis@act.gov.au

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

Callen, Michelle

From: Howson, Natalie
Sent: Tuesday, 1 October 2013 4:55 PM
To: Callen, Michelle; Chapman, Sue; Whitten, Meredith
Cc: Robinson, Jodie
Subject: Re: WiRC Model

Hi

I have approved the brief but annotated on it that a comms plan that is able to be activated as soon as staff are informed will be prepared. Noting the timeline I assume staff have been informed. So we need to have at least some talking points available should the decision to change the service get into the Punic domain. Once the CPSU are informed I would like some key members of the WSN and MACWA informed and all EXec should be aware of what is going on in case they are asked about the changes by others. Staff of WiRC will be best placed to determine who should be informed I suspect.

Meredith / sue will you be dropping in to London Circuit ?

Natalie Howson
Director General
Community Services Directorate
Ph:02 62055335

On 01/10/2013, at 2:36 PM, "Callen, Michelle" <Michelle.Callen@act.gov.au> wrote:

> Dear Helen

>

> Please find attached a brief on the WiRC Model that was requested by
> the Minister for Women for discussion at tomorrow's meeting. Please
> note the Director-General has the original copy of the brief. Please
> let me know if you need further information, thank you Michelle

>

>

> Michelle Callen | Executive Officer to the Deputy Director-General|
> Phone: 02 6205 3568| Fax: 02 6207 1552 Community Services Directorate
> | ACT Government Level 8 11 Moore St Canberra City| GPO Box 158
> Canberra ACT 2601 | www.act.gov.au

>

>

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

> From: Pugh, Karen
> Sent: Tuesday, 1 October 2013 2:01 PM
> To: Callen, Michelle
> Subject: Emailing: Improving information

>

> As discussed
> Your message is ready to be sent with the following file or link attachments:

>

> Improving information

>

>

> Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

> <Improving information.pdf>

What are the current services offered by WIRC?

- Women's Information and Referral Centre (WIRC) provides a free information and referral service on a range of issues in a supportive and confidential environment. This enables ACT women and their families to make informed decisions and achieve self-determination. Information about the services including an online directory of women's services and a bi-annual calendar of what's on for *Women in the ACT*, are available on the Women ACT website at www.women.act.gov.au.
- The ACT Women's Return to Work Grants Program, administered by WIRC, is an ACT Government initiative which provides women returning to the paid workforce with assistance in reaching this goal.
 - Successful applicants are able to access financial assistance of up to \$1,000 to support their return to work.
- Other services offered by WIRC include:
 - accurate information and appropriate referrals including following up on Supportlink client referrals received directly from the Australian Federal Police;
 - face-to-face appointments;
 - personal and professional development courses, information sessions and support groups;
 - free internet access and training through the Broadband for Seniors Program;
 - Outreach information sessions on WIRC services, programs and courses;
 - partnerships to deliver support programs. For example in WIRC partnered with Disability ACT and Carers ACT to provide a six week course on Self Esteem and Assertiveness for women carers. The course responded to an identified gap in service provision for women carers experiencing low self-esteem. WIRC provided the coordination for this project; and
 - lending library.
- WIRC has commenced delivering a series of free financial Literacy training sessions targeting women:
 - on low to moderate incomes;
 - over the age of 60 years; and
 - living in crisis accommodation and government housing.

Three sessions have occurred with further session planned in November 2013.

How many clients use these services?

- The service is available to the ACT community, principally women.
- The client relationship is not necessarily on-going and the number of clients is not recorded.
- The Directorate records contacts made.
- In 2012 2013, total WIRC contacts were 12,376. The breakdown of the contacts are below:

Type of Contacts	Number of Contacts
Telephone	5,693
Emails received	3,066
Drop-in visits	1,698
Attendees for courses, support groups and information sessions	729
Face to face scheduled appointments	398
Accessing the internet and library use	380
Faxes and postings	412
Total number of Contacts	12,376

When will improvement measures be implemented?

It is anticipated that improvement measures will commence to be implemented in late November 2013.

What will improved services look like?

Through an outreach approach, improved information services will be more accessible to a wider range of vulnerable women across Canberra. Women will be able to gain access to information services from a range of locations.

Information and referral services will be available from government and community organisations located across Canberra, including in the Children and Family Centres, First Point/Gateway Services and Multicultural Womens Advocacy Inc.

Referral and all other services will be also located in the Community Participation Group office in the Theo Notaras Multicultural Centre.

Any impact on staffing?

Yes. Five current staff (sharing 3.45FTEs) will be redeployed in vacant positions across the Community Services Directorate.

6

Callen, Michelle

From: Manikis, Nic
Sent: Tuesday, 1 October 2013 2:39 PM
To: Callen, Michelle; Whitten, Meredith
Subject: RE: WiRC Model

Michelle

Please send this over to Erin and ask her to obtain Minister's signature on it .

Thank you

Nic

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

From: Callen, Michelle
Sent: Tuesday, 1 October 2013 2:38 PM
To: Whitten, Meredith; Manikis, Nic
Subject: FW: WiRC Model

Hello Meredith and Nic - FYI, with regards Michelle

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

From: Callen, Michelle
Sent: Tuesday, 1 October 2013 2:37 PM
To: Pender, Helen; Howson, Natalie
Cc: Chapman, Sue; Robinson, Jodie
Subject: WiRC Model

Dear Helen

Please find attached a brief on the WiRC Model that was requested by the Minister for Women for discussion at tomorrow's meeting. Please note the Director-General has the original copy of the brief. Please let me know if you need further information, thank you
Michelle

Michelle Callen | Executive Officer to the Deputy Director-General|
Phone: 02 6205 3568 | Fax: 02 6207 1552
Community Services Directorate | ACT Government Level 8 11 Moore St Canberra City| GPO Box 158 Canberra ACT 2601 | www.act.gov.au

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

From: Pugh, Karen
Sent: Tuesday, 1 October 2013 2:01 PM
To: Callen, Michelle
Subject: Emailing: Improving information

As discussed
Your message is ready to be sent with the following file or link attachments:

Improving information

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

5
Callen, Michelle

From: Robinson, Jodie
Sent: Tuesday, 1 October 2013 1:58 PM
To: Callen, Michelle
Subject: FW: Doc3
Attachments: Doc3.doc

FYI

From: Manikis, Nic
Sent: Tuesday, 1 October 2013 1:55 PM
To: Robinson, Jodie
Cc: Chapman, Sue
Subject: Doc3

Jodie

Here is the WIRC brief.

Cheers

nic



ACT
Government

Community Services

Cabinet-In-Confidence

Date	25 September 2013
To	Minister for Women • Director-General • Deputy Director-General <i>SE 1/10/13.</i>
cc	
From	Executive Director Policy and Organisational Services
File no	
Subject	Improving Information and Referral Services for Women in the ACT

Critical Date

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

Purpose

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

Background

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

The current services provided by WIRC include:

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

3

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;

- 2
- (b) multiple points of access to relevant information for women - single source of expertise distributed to new access networks at a location convenient to many women across the community;
 - (c) identifying new partnerships between the Community Participation Group and the community, and strengthening current ones. For example, stronger relationships would be forged around WIRC business with Relationships Australia, Citizens Advice Bureau, Multicultural Women's Advocacy, Gateway/first point, and three Child and Family Centres. The new service model will encourage CSD to develop additional partnerships with community service providers; and
 - (d) achieving the required 2013-14 savings from the WIRC budget.

Timeline for Implementation

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

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

Media Issues

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

Consultation

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

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

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

Financial Implications

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

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

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

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

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

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

35

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

Recommendation

That you:

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

Meredith Whitten
Executive Director
Policy and Organisational Services

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