

Freedom of Information Request – [REDACTED]

Documents – Schedule 10 - Flor Sermenó

Folio no	Date	Document	Status	Reason for Exemption
1-3	14/10/2013	Email - Points towards a proposal for restructure of WIRC and attachment	Exempt in full	FOI Act 1989, s36
4-9	5/11/2013	Email – RE: Redesign Model ideas and attachment	Exempt in full	FOI Act 1989, s36
10-15	3/12/2013	Email – FW: wirc 8 questions and attachment	Partial release	FOI Act, s41
16-17	23/12/2013	Email – Next DV Group and attachment	Partial release	FOI Act, s41
18	06/02/2014	Email – URGENT FOI request for all WIRC related material	Not released	Outside scope of request

Sermeno, Flor

From: Sermeno, Flor
Sent: Monday, 23 December 2013 2:41 PM
To: Ferguson, Hilary
Cc: Petrova, Biljana
Subject: Next DV Group
Attachments: Supporting arrangements - Tugg DV Group.docx

Hi Hilary,

Best wishes for a safe and happy break and for a 2014 full of great achievements.

I have attached updated partnership agreement for the next DV Group commencing in February 2014.

As you know I have been redeployed due to the restructure process. Jancye Winter from Community Participation Group will be the new supervisor for Women's Information Services (Previous WIRC) and will be in contact with you about the groups, if everything goes as expected.

It has been great pleasure working with you and until our paths cross again.

All the best.

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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How will you know whether your changes have improved services?

Our aim is to offer a range of options for women to access services across several locations in a way which they are most comfortable. The changes are designed to improve access to services and this could be measured by the extent to which women utilise services at the various locations across the city.

The annual survey previously administered by the Community Services Directorate to gauge satisfaction by clients of the previous WiRC information and referral services will continue to be administered.

Do these changes spell the end of WiRC?

These changes will mean the cessation of a centrally located WiRC as its own entity but will also mean a broader front of service delivery for women in the ACT supported by the Community Participation Group. The former WiRC services and programs will be continued and enhanced by increasing their reach into the community – they will be managed differently.

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 nor services but about greater opportunities for more women in need to benefit from the services and programs that will be on offer from a wider range of locations.

Q&As on changes Women's information and Referral Centre (WiRC)

Why are you making these changes to WiRC?

The model for the WiRC has been in place since it was established 35 years ago.

In that time the programs that the WiRC offers have evolved with demand but the approach to engaging with women has remained largely the same.

Over recent times, the ACT Government has funded community organisations to provide essentially similar information services to women in the ACT.

The ACT Government remains firmly committed to the continuation of gender services and an enhanced level of access for women to all services to which they are entitled to. The proposal is to ensure that existing services and programs for women will remain but the location from which they are delivered and the organisation delivering the services may change.

It's about offering a more flexible approach in how we engage and support women.

How many staff are affected by these changes?

WiRC office has a headcount of 5 and fte totalling 3.45 positions. Staff affected by the change process will be consulted about the proposed change process and potentially excess staff will be redeployed throughout the Community Services Directorate.

Does this change come down to the need to save money rather than looking to enhance services?

The ACT Government has made clear that in the current financial environment there is a need to examine how we can stamp out duplication and deliver our services in a more efficient way while minimising the impact on service delivery.

The proposed process will enhance service delivery for women in the ACT by ensuring that information and referral services are available in locations that are easily accessible to them and will look at ways to further strengthen and promote existing services for women currently funded by the ACT Government and delivered by community organisations.

What are the savings you anticipate making through this process?

Staff consultations around the best way to integrate the information and referral services into the work of the Community Participation Group and to provide support for relevant community organisations located across Canberra to undertake information services may result in some potentially excess staff who will need to be redeployed across the Community Services Directorate.

I am writing to give you an update on my meeting with Nic & Maree yesterday. Please feel free to update the rest of the team as well.

I understand that all of you had a meeting with Nic today at 11.30am.

I think it would be a good idea for the team to meet with me in person some time this week or early next week as well.

In our meeting yesterday, Nic committed to respond in writing to your 8 questions, as well as questions raised by Bill and myself, sometime within the next week. He also committed to provide you with written information around the Financial and Service reasons for the change.

Nic stated that he is looking at the Study Leave applications; which he said he is 'highly supportive of'. However he did say that he would like to talk with you today about aspects of the relevant paperwork.

Maree, Nic and I agreed that it would be good for separate 'Service' and 'Industrial' meetings to take place in future. This way, the team will be able to focus discussions around staff matters or WIRC specific issues. Nic also stated that he is very keen to hear your thoughts around service transition. If you are happy, I think it would be good for me to attend the 'Industrial' meetings so I can provide support in that setting. Maree will also attend these meetings to provide you with relevant information.

I am attending some lunch time meetings in the next half hour but I will call you this afternoon to discuss further. Hope the meeting with Nic goes well.

Cheers

Elizabeth Spence | Field Organiser | CPSU | ph 02 6220 9604 | m 0427 412 330 | f 02 6220 9690

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WIRC Service Redesign Meeting, 16 October 2013

Questions

1. When is the last day of operation at current premises?
2. How to respond to questions from services and individuals wanting to access
Term 1 and 2 programs next year?
3. What is the consultation process going to involve and who is in charge of it?
4. What is the proposed change model process?
5. Has the bottom line been decided?
6. Can we have access to the evaluation/review of the current model?
7. Can we have access to detailed analysis of the WIRC budget?
8. How will the new model of service delivery measure access by women most vulnerable in the
community?

FYI

From: Petrova, Biljana

Sent: Tuesday, 15 October 2013 3:57 PM

To: Winter, Jancye

Subject: WIRC Questions

Hi Jancye,

Here is a short list of some preliminary questions for tomorrow's discussion.
See you in the morning.

Regards,

Biljana

Biljana Petrova | Manager |

Phone 02 6205 0713 | Fax 02 6205 1077 |

Community Participation Group | Office For Women |

Women's Information & Referral Centre | Community Services Directorate | ACT Government |

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From: Elizabeth Spence [<mailto:Elizabeth.Spence@cpsu.org.au>]

Sent: Wednesday, 30 October 2013 12:11 PM

To: Sermeno, Flor; Petrova, Biljana

Subject: Update

Hi Ladies,

- 30 October - Letter from the Union rep. referring to the questions. In addition to the 8 questions she refers to " He also committed to provide you with written information around the Financial and Service reasons for the change"
- 1st Nov – Biljana, Chikee and I received the Redeployment letter clarifying our status.

The questions you have responded to have not been part of our discussions in the Redesign or IR meetings in which Bill and Elizabeth from union have been participants.

Happy to extend.

Kind Regards,

Flor

Flor Sermeno /Assistant Manager / Women's Information & Referral Centre

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From: Manikis, Nic

Sent: Monday, 2 December 2013 11:25 AM

To: Petrova, Biljana; Sermeno, Flor; Rope, Rosemary; Bascomb, Amy; Bejar, Chikee

Subject: wirc 8 questions

Team

As requested, please find attached the answers to the questions you posed in October 2013. Most of the questions have been answered in discussions at our various forums since October 2013.

I apologise for the delay in formally responding in writing.

I am happy to discuss any queries you may have.

Cheers

Nic

Sermeno, Flor

From: Manikis, Nic
Sent: Tuesday, 3 December 2013 5:53 PM
To: Petrova, Biljana; Sermeno, Flor; Rope, Rosemary; Bejar, Chikee
Cc: Matthews, David; Mannion, Maree; W-Inter; Winter, Jancye; Elizabeth Spence
Subject: FW: wirc 8 questions
Attachments: wirc 8 questions.doc

Biljana, Flor, Rosemary and Chikee

I apologise for the confusion that has been caused by the provision of extra information around the relocation of services provided by WiRC.

I acknowledge that the information I provided to you recently in response to 8 questions only partly answered some of the questions you originally posed. The information provided related more to the broad, operational queries concerning WiRC and CSD. The information was certainly not intended to be a response to the 8 specific questions that you had originally asked.

I regret any misunderstanding that this may have caused.

Cheers

nic

From: Sermeno, Flor
Sent: Monday, 2 December 2013 1:03 PM
To: Petrova, Biljana; Rope, Rosemary; Bejar, Chikee; Winter, Jancye; Manikis, Nic
Cc: Elizabeth Spence; Mannion, Maree; Matthews, David
Subject: FW: wirc 8 questions

Hi Nic,

Thanks for providing this information. This process has not been easy and sometimes confusing for all of us, however your attachment is not related to the eighth questions we have been asking a written response from early October.

I had a look at the correspondence and below is a short timeline that refers to the 8 questions, as follows:

- 15 October - Email sent to Jancye for preliminary discussion for the Redesign meeting 16 October referring to the eight questions. The below list is the attachment sent by Biljana on that date.
- Question 1 - 4 are related to the actual closure of current premises – 1 & 2 were responded on 15 November and only DV group was going to be delivered as partnership was already discussed. Early last week we were instructed to organise full program T1 & T2 courses and support groups.
- Questions 5-8 are related to the redesign model. As per your initial suggestion about the team providing feedback for the new model we needed to get as much information as we could to provide clear facts.
- In addition, on that date we were not clear in the roles of each staff member, redeployment period and closure of current premises.