

Freedom of Information Request – [REDACTED]

Documents – Schedule 11 - Biljana Petrova

Folio no	Date	Document	Status	Reason for Exemption
1	03/10/2013	Email - Today	Release in full	
2-6	09/11/2013- 11/10/2013	Email – Migration of sites to Civic East MPLS router	Partial release	Some information outside scope of request
7-8	15/10/2013	Email– WIRC service redesign questions	Release in full	
9	22/10/2013	Email chain – Broadband for seniors	Not released	Outside the scope of request
10-11	23/10/2013	Email chain – Staff support sessions	Release in full	
12	08/11/2013	Email – Relocation – Kiosk Number 5430	Not released	Outside the scope of request
13-15	14/11/2013- 15/11/2013	Email chain – Broadband for seniors	Not released	Outside the scope of request
16-17	15/11/2013	Email - (QTON – Non-custodial options available to women) and attachment	Not released	Outside the scope of request
18-19	15/11/2013	Email– Meeting WIRC redesign and attachment	Release in full	
20	20/11/2013	Email– What's on for Women Calendar Cover	Release in full	
21	20/11/2013	Email – What's on for Women Calendar Cover	Not released	Copy of folio 20
22	21/11/2013	Email – fortnightly brief due	Release in full	
23-25	26/11/2013	Email – Addition to WIRC QTBS	Release in full	
26	26/11/2013	Email – WIRC quarterly stats	Not released	Outside the scope of request
27	26/11/2013	Email – Re:	Not released	Outside the scope of request

Folio no	Date	Document	Status	Reason for Exemption
28-30	25/11/2013	Email – Broadband for Seniors	Not released	Outside the scope of request
31	28/11/2013	Email – Outsourcing of WIRC courses	Not released	Outside the scope of request (refers to historical matters)
32	28/11/2013-29/11/2013	Email – Women Information and Referral Centre – Books	Not released	Outside the scope of request
33-36	05/12/2013	Email – function notes	Release in full	
37	04/12/2013	Email– invite to WIRC's function	Release in full	
38b-40	30/10/2013-04/12/2013	Email chain and Attachment – Q&As on changes	Release in full	
41	09/12/2013-10/12/2013	Email chain – Please cancel the Canberra Times	Not released	Outside the scope of request
42	05/11/2013-11/12/2013	Email chain – WIRC function notes	Not released	Outside the scope of request
43	12/12/2013	Email – WIRC tasks to complete	Release in full	
44	13/12/2013	Email – Phones at WIRC	Not released	Outside the scope of request
45	13/12/2013	Email chain – Phones at WIRC	Not released	Outside the scope of request
46-47	13/12/2013-16/12/2013	Email chain – Relocation	Release in full	
48-49	16/12/2013	Email chain – WIRC email redirection	Not released	Outside the scope of request
50	16/12/2013	Email – Supportlink referrals contact	Not released	Outside the scope of request

Folio no	Date	Document	Status	Reason for Exemption
51-76	16/12/2013	Email and Attachment – File paths	Not released	Outside the scope of request
77	16/12/2013	Email – Supportlink key	Not released	Outside the scope of request
78	02/12/2003	Email chain – collection slip	Not released	Outside the scope of request
79	03/12/2013	Email chain – function for WIRC	Not released	Outside the scope of request
80	03/12/2013	Email chain – Function for WIRC	Not released	Outside the scope of request
81-83	18/12/2013	Email chain – Broadband for seniors	Not released	Outside the scope of request
84-86	17/12/2013	Email chain – Broadband for seniors MOU	Not released	Outside the scope of request
87-103	23/12/2013	Email and Attachments – WIRC stats	Not released	Outside the scope of request
104	24/12/2013	Email – WIRC Pack up	Not released	Outside the scope of request
105	03/10/2013	Email chain	Release with deletions	Some information outside the scope of request
106-107	09/10/2013	Email and Attachment – WIRC all staff notice	Release in full	
108-110	09/10/2013-11/10/2013	Email chain – Migration of sites to Civic East	Not released	Outside the scope of request
111-112	16/10/2013-17/10/2013	Email chain – Agenda Community Participation Group meeting	Not released	Outside the scope of request
113-114	18/10/2013	Email chain – CPSU - WIRC	Not released	Outside the scope of request

Folio no	Date	Document	Status	Reason for Exemption
115	28/10/2013	Email- Updates	Not released	Outside the scope of request
116-116d	25/10/2013	Email and attachment – contact list group leaders	Not released	Outside the scope of request
117-118	22/10/2013	Email chain – Broadband for Seniors	Release in full	
119-120	21/10/2013	Email- Annual figures	Not released	Outside the scope of request
121	19/10/2013- 21/10/2013	Email chain – radio interview	Not released	Outside the scope of request
122	30/10/2013	Email – Update	Release in full	
123	01/11/2013	Email – Update	Release in full	
124-125	27/11/2013	Email and Attachment – Projected Expenditure	Release in full	
126-127	26/11/2013	Email chain – Addition to WIRC QTB's	Release in full	
128	26/11/2013	Email chain – WIRC QTBS	Release in full	
129-130	22/11/2013	Email chain – Women's & WIRC internet and directory	Not released	Outside the scope of request
131-132	15/11/2013	Email and Attachment – QTON 13/70	Release in full	
133-134	11/11/2013	Email chain – WIRC and OFW – Group Inboxes	Not released	Outside the scope of request
135-139	07/11/2013	Email and Attachment - redesign ideas	Release with deletions	Some information outside the scope of request
140	07/11/2013	Email – Handover	Not released	Outside the scope of request
141-143	05/11/2013	Email and Attachment – meeting notes	Release with deletions	Some information outside the scope of request

Folio no	Date	Document	Status	Reason for Exemption
144	29/11/2013	Email chain – petition	Not released	Outside the scope of request
145	29/11/2013	Email chain – library catalogue	Not released	Outside the scope of request
146-147	29/11/2013	Email chain – What’s on for Women	Not released	Outside the scope of request
148	28/11/2013	Email –Pick up one box - WIRC	Not released	Outside the scope of request
149	28/11/2013	Email – service redesign meetings	Not released	Copy: refer to folio 151
150-152	29/11/2013	Email chain – service redesign meetings	Release in full	
153-154	29/11/2013	Email chain – service redesign meetings	Not released	Copy: refer to folio 151-152
155b-157	02/12/2013	Email chain and attachment – Q&As on changes	Release with deletions	Some information outside the scope of request
158	03/12/2013	Email – function for WiRC	Not released	Outside the scope of request
159-161	03/12/2013	Email chain – WIRC Q&As	Not released	Copy of email chain at folios 38b-40
162	05/12/2013	Email – DV group supervision	Not released	Outside the scope of request
163-165	05/12/2013	Email chain – women’s publication	Not released	Outside the scope of request
166	05/12/2013	Email – supervision	Partial release	FOI Act, s41
167-168	05/12/2013-09/12/2013	Email chain – women’s services network	Not released	Outside the scope of request
169-170	05/12/2013-11/12/2013	Email chain – Notes for WIRC function	Not released	Outside the scope of request

Folio no	Date	Document	Status	Reason for Exemption
171	12/12/2013	Email - from ex-client	Not released	Outside the scope of request
172-173	12/12/2013	Email chain – WIRC tasks to complete	Not released	Outside the scope of request
174-175	13/12/2013	Email chain – Phones at WIRC	Not released	Outside the scope of request
176	13/12/2013	Email chain – relocation	Not released	Outside the scope of request
177	13/12/2013	Email – Women’s Information	Not released	Copy, refer Schedule 1, folio 23
178-179	16/12/2013	Email chain – WIRC email redirection	Not released	Outside the scope of request
180-182	16/12/2013	Email chain – WIRC email redirection	Not released	Outside the scope of request
183-184	17/12/2013	Email chain – broadband for seniors	Not released	Outside the scope of request
185	18/12/2013	Email chain – mail redirection	Not released	Outside the scope of request
186	18/12/2013	Email chain – mail redirection	Not released	Outside the scope of request
187	23/12/2013	Email chain – WIRC stats	Not released	Outside the scope of request
188	23/12/2013	Email – Next DV group	Not released	Outside the scope of request
189-190	24/12/2013	Email chain – WIRC pack up	Not released	Outside the scope of request

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Petrova, Biljana

From: PIR
Sent: Thursday, 5 December 2013 12:54 PM
To: Rope, Rosemary
Cc: Petrova, Biljana
Subject: Supervision

Dear Rose,

I received your email re providing supervision for next year.

While I am more than happy to provide supervision for the leaders of WiRC groups I have a few concerns as to providing that next year.

Firstly, since WiRC will have an extremely reduced staff - .4 or .5 - how will WiRC be able to provide the groups? If not WiRC who would be the provider?

Secondly, if WiRC continues to provide the groups how will support be offered to any group members who need it should issues arise for them within the group?

Thirdly, what extra support will be provided for the leaders and supervisors should issues arise that need some expertise and/or intervention? The WiRC team was always there to provide the expertise and knowledge in a timely and appropriate manner should any issues arise both for the women who attend the groups and the leaders and supervisors. What happens when there is no team?

Fourthly, what screening will be done re women wishing to attend a group to ensure it is the right group for their needs?

I have worked for WiRC as a group leader, a staff member and a group supervisor for over 15 years, I am therefore well aware of the professional, dedicated and ethical way in which these groups are conducted to benefit the diversity of the needs and wants of the women who attend and to ensure the continued high quality of the outcomes.

I am also aware that the quality and expertise of the women who conduct the groups - and the information sessions - far outweighs the remuneration. They have told me that they do it because of the good reputation, professionalism and performance of WiRC and their dedication to the women of Canberra. I would hope that the same quality and expertise would continue but not sure how when there is no WiRC. This would be a great loss to the women of Canberra.

I am happy for this email to be passed on to anyone who can respond to these concerns if you are unable to do so.

Warm regards

PIR

O/S

From: Manikis, Nic

Sent: Monday, 2 December 2013 11:25 AM

To: Petrova, Biljana; Sermenov, 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

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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 |

Ground Floor, London Court Building, 13 London Circuit, Canberra City 2601 |

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o/s

o/s

o/s

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.

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.

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Petrova, Biljana

From: Elizabeth Spence [Elizabeth.Spence@cpsu.org.au]
Sent: Friday, 29 November 2013 4:36 PM
To: Sermeno, Flor; Bascomb, Amy; Petrova, Biljana; Bejar, Chikey; Adams, Rebecca; Rope, Rosemary
Subject: RE: Service Redesign meetings

Thanks Flor,

I will pass this feedback on.

Cheers

Elizabeth Spence | Field Organiser | CPSU | ph 02 6220 9604 | m 0427 412 330 | f 02 6220 9690
 website www.cpsu.org.au | member service centre 1300 137 636

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From: Sermeno, Flor [mailto:Flor.Sermeno@act.gov.au]
Sent: Friday, 29 November 2013 4:36 PM
To: Elizabeth Spence; Bascomb, Amy; Petrova, Biljana; Bejar, Chikey; Adams, Rebecca; Rope, Rosemary
Subject: RE: Service Redesign meetings

Hi Elizabeth,
 Had a meeting with Biljana and we thank you for following up mentioned points.

We had a visit on Monday from Bridie Doyle and were advised that for the next three weeks she have been appointed to oversee the new model and other WIRC's functions. Bridie has been liaising with relevant team members to gather information to fulfil her role. At this point we consider that as a team it is not necessary to have a redesign meeting considering we are against time to coordinate the last the programs, plan for the next six months, finalise the Calendar, deliver minimum services and classify relevant information for the packing and move on the 19th of December. Individuals still have the option to contact you if required.

We will be in touch if required. Planning to arrange for a meeting before the move to finalise the process.

Cheers,

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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From: Elizabeth Spence [mailto:Elizabeth.Spence@cpsu.org.au]
Sent: Thursday, 28 November 2013 12:42 PM
To: Bascomb, Amy; Petrova, Biljana; Bejar, Chikee; Sermenov, Flor; Adams, Rebecca; Rope, Rosemary
Subject: Service Redesign meetings

Hi guys,

I have asked Nic to respond to your questions and write to Rose. He said that he is sending those items today.

Also, I asked Nic to update me on service redesign meetings.

Before he reconvenes these meetings, Nic has asked to get an indication from effected staff about when and whether they would like to participate in these meetings.

If you would like a meeting to occur and for you to participate in these meetings over the coming weeks, please let me know.

Thanks ☺

Elizabeth Spence | Field Organiser | CPSU | ph 02 6220 9604 | m 0427 412 330 | f 02 6220 9690
 website www.cpsu.org.au | member service centre 1300 137 636

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Petrova, Biljana

From: Baker, Fiona
Sent: Tuesday, 5 November 2013 11:08 AM
To: Manikis, Nic
Cc: Bamford, Michelle; Sermeno, Flor; Rope, Rosemary; Bejar, Chikee; Adams, Rebecca; Petrova, Biljana
Subject: 131030 WIRC MEETING NOTES
Categories: Red Category
Attachments: 131030 WIRC MEETING NOTES.docx

Hi Nic

Please find attached notes from the WIRC meeting (30/10/13)

Cheers 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 Sermeno, 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:

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
31/01/13	WIRC premises lease expires During January 2014, CSD will need to 'make good' the premises (likely take 2-3 weeks)

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.

Petrova, Biljana

From: Sermeno, Flor
Sent: Thursday, 7 November 2013 4:50 PM
To: Winter, Jancye
Cc: Petrova, Biljana
Subject: Ideas
Categories: Red Category
Attachments: wirc redesign ideas v2.docx

Hi Jancye,

I was asked last week from different sources to contribute with ideas about the new model due to my corporate knowledge.

I have sent attached information to Natalie Howson, Sue Chapman, Nick Manikis, Maree Mannion, Michelle Bamford & Fiona Baker and contribute to the process also to respond their questions in writing.

Hope you find it useful.

The initial information I presented it to Biljana early this year and we added and change to end with a document that was provided to Veronica Wensing mid this year.

This is a more updated version and unfortunately Biljana was away to provide her feedback. However I consider her input is very important.

Cheers,

Flor

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

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Table #1 and Graph #1 show a comparison of the current expenses against proposed expenses for the new model. Overall, under the new model a **net savings of around 54.3% (\$268k) is expected**. This figure represents savings in each of the expenses items (employee, operating expenses- staff, and operating expenses).

Table # 1

Summary of Expenses- Budget

	\$		
	Current	Proposal	Saving
Employee expenses	316854	186384	-130470
Operating expenses- staff	25309	15500	-9809
Operating expenses- non staff	152002	24000	-128002
TOTAL	494165	225884	-268281

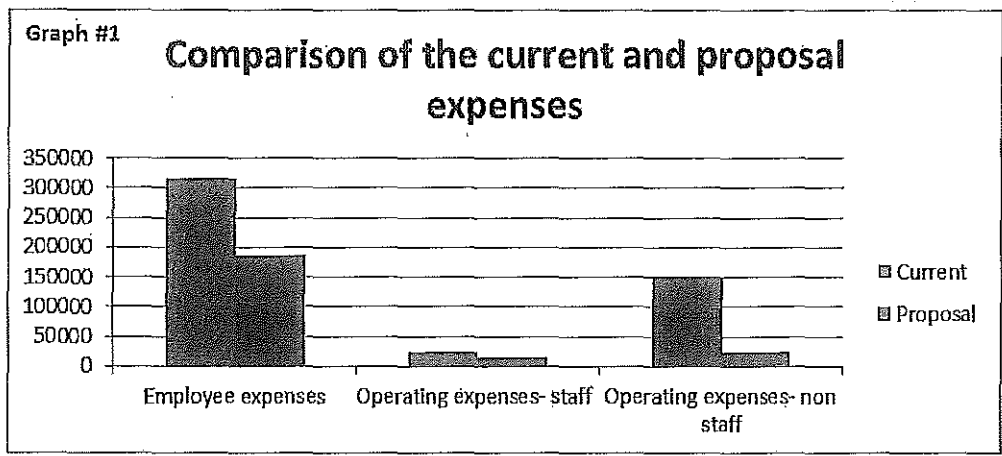


Table # 2 shows detailed information of the add-up of operating expenses (staff and non-staff) for the current and proposed model.

Table #2

Operating expenses (staff and non staff) for the current and proposed models.

	\$		
	Current	Proposal	Saving
Operating expenses- non staff			
Property, plant & equipment	4500	0	-4500
Operating leases	80500	0	-80500
Professional services	40000	10000	-30000
Operational expenses	25000	12000	-13000
Other operating expenses	2000	2000	0
TOTAL	152000	24000	-128000
Operating expenses- staff			
Information Technology Services	20309	12000	-8309
Staff Development & Recruitment	5000	3500	-1500
TOTAL	25309	15500	-9809

In essence, the proposed new model would cost just 45.7% of the current model, but should provide basic services needed in the community.

AIM

To provide quality of Information and Referral services for all women in the ACT and region.

The proposed model recommends that WiRC:

- maintains the provision of information and referral to empower women to make informed choices to obtain positive outcomes for themselves and their families.
- continues with a solution focus and strength based model by providing initial for point of contact interventions.
- facilitates the identification and professional assessment of client issues and offer appropriate information and referral for all women on any issue, in particular vulnerable women due to changes in their circumstances. This offers no duplication to counselling, therapy and/or clinical models.
- acknowledges and maintains the importance of employing appropriately trained and experienced staff.
- acknowledges the importance of the shared skills and collective knowledge of trained and experienced staff in a team environment with equal skills in the successful delivery of excellent client service.

OBJECTIVES

- Lead by example by maintaining WiRC's staff with the required competencies. We have required NGOs to up skill their workforce to minimum competencies.
- Maintain the delivery of information and referral in the different forms including face to face, telephone, electronic, shared information support courses and groups.
- Maintain free supported courses and Domestic Violence groups to contribute to the elimination and recurrence of women in abusive relationships.
- Explore alternatives for the continuation of access to information through the publications and the library within the community organisations and business sponsorships.
- Explore risks of delivering information with staff with minimum training and experience. Shared role with amongst existing CPG staff . Risk assessment in house resource - Customer Advocacy and Quality Services - Kerry Webb & Mark Robertson .
- Research and Benchmark other transitioning government units. Most recently the Queensland model Women's Info Link recent transition to a new model.
- Reverse the collection of statistical data **to** "contacts", in line with similar service delivery areas, **from** current "Occasions of service" used in the health systems. Change implemented 2010-11 has not reflected the activities of the WiRC for the last 3 years.

POTENTIAL RISKS

1. **Liability to Directorate by utilising staff with minimum competencies.**

Providing an efficient service that will support people to make informed choices firstly requires to have an skilled and experienced workforce with:

- Ample knowledge on a range of current information sources;
- Skills in applying principles of the strength model to support clients to move on to next step, support and encourage self determination;
- Competencies in the areas of basic counselling, crisis intervention and conflict resolution.
- Ability to identify and adequately respond to disclosure of domestic violence, child abuse, incest, self harm, suicidal ideation, addiction and co-dependency ensuring duty of care is considered in all interactions.
- Awareness of self reflecting practice to distinguish between the issues presented by client and their own past traumas;
- Ability to seek supports to self care and prevent burnt out;
- Skilled supervision to support staff to develop in their learning and development and able to manage quality control of services delivery.

2. Outreach

- Inability to outreach and respond all geographical areas with limited staff and time.
- Lack of client's anonymity by accessing WIRC at identified specialised services (eg. Child and Family Centre for women with children; client focus is the child vs. the woman; safe place for single women with multi morbidity issues and the risk of sharing space with women and children with less complex issues)
- Need to make appointments to meet with clients vs. available when needed.
- Too many people sharing client information. Privacy and confidentiality at risk.
- Extra time and cost in staff travelling staff from one location to the next.
- WIRC as "first point of contact" clients able to drop in casually instead of going to local services
- Limited staff in Civic location.

STRATEGIES

Information and Referral - Maintain min 2 f/t staff to provide:

- Phone line open between 10am-4pm M-F ;
- Responding to electronic enquiries including to AFP through Supportlink referrals;
- Limited face to face contact in central location ;
- Obtain administrative support from CPG to maintain statistical reports, co-ordination of publications and courses, filling in for short staffing period due to illness and/or recreational leave etc.

Group information sharing

Courses-

- Deliver for the vulnerable at no cost. Continue with contracting trained group leaders and qualified supervision to ensure quality control. Two Six weeks/ 2.5 hrs Self esteem and Assertiveness , Two Anger Management (**\$1,250 each**)and Two Eight weeks/3hrs Domestic Violence Support Group (**\$2,500 each**) a year . Running two groups of each a **year total \$10,000**

Library –

- Donate library resources to Women's Information Resources and Education Drug Dependency WIREDD (located Griffin Centre) remaining books to Lifeline.

Publication**What's on for women -**

- Maintain publication electronic version. Project managed by current CPG.
- change name to "What's on for women and families"
- seek business sponsorships to print quarterly insert in "The Chronicle" – free newspaper accessible to everyone in the community, in particular disadvantaged people. Costs limited to staff time to co-ordinate information.

Petrova, Biljana

From: Beaton, Richard
Sent: Friday, 15 November 2013 4:27 PM
To: Petrova, Biljana
Cc: Winter, Jancye; Manikis, Nic
Subject: QTON Answer
Attachments: QTON-13 70-001 QTON-13 70 ANSWER.DOCX

Hi Biljana

Does this response accurately reflect process?

Richard

Richard Beaton | Senior Policy Officer, Office for Multicultural Affairs

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

Community Participation Group | Community Services Directorate | ACT Government

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

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



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MINISTER FOR WOMEN
AUSTRALIAN CAPITAL TERRITORY
LEGISLATIVE ASSEMBLY QUESTION

Annual Report Hearing

STANDING COMMITTEE ON HEALTH, AGEING, COMMUNITY & SOCIAL SERVICES

12 November 2013

Question Taken Without Notice
Response by Minister/Executive

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

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

MINISTER BURCH: I would like to inform the Committee -

This information is not kept by the Women's Information and Referral Centre. If the Court wishes to find out the circumstances of an individual by means of subpoena, the Women's Information and Referral Centre can check course records to verify an individuals' attendance.

Approved for circulation to the Member and incorporation into Hansard.

Joy Burch MLA
Minister for Women

Date:.....

12/5

Petrova, Biljana

From: Beaton, Richard
Sent: Tuesday, 26 November 2013 10:50 AM
To: Petrova, Biljana
Subject: FW: WIRC QTBS

From: Callen, Michelle
Sent: Tuesday, 26 November 2013 10:13 AM
To: Beaton, Richard; Manikis, Nic
Cc: Martinez, Catherine
Subject: FW: WIRC QTBS

Hello Nic and Richard – a letter to the editor in this morning CT referred to the lack of DV support services, please see below,

SUPPORT FOR WOMEN

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

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

Jennifer Hume, Braddon

Can you please include a statement in the WIRC QTB that outlines what support if available for people experiencing domestic violence, thank you Michelle

From: Matthews, David
Sent: Tuesday, 26 November 2013 10:01 AM
To: Callen, Michelle
Subject: FW: WIRC QTBS

From: Martinez, Catherine
Sent: Tuesday, 26 November 2013 10:00 AM
To: Matthews, David
Subject: WIRC QTBS

Hi David

Please find attached the QTB's on WIRC.

Regards

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

07/02/2014

Petrova, Biljana

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

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

Hi Richard

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

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

Michelle

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

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

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

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

Hi Michelle

Please find attached updated WIRC QTB's

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

Additions:

Domestic Violence Support Group

- The Women's Information and Referral Centre conducts 'It's time to talk', a Domestic Violence Support Group. This group consists of an eight week psycho-educational program supporting women to move on from the cycle

of violence, to increase their self-esteem and to be able to build respectful relationships in their future, thus aiming to prevent the inter-generational transmission of the cycle of family violence.

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

Richard Beaton | Senior Policy Officer, Office for Multicultural Affairs

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

Community Participation Group | Community Services Directorate | ACT Government

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



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Petrova, Biljana

From: Manikis, Nic
Sent: Wednesday, 27 November 2013 1:55 PM
To: Petrova, Biljana
Subject: WIRC Projected Expenditure-June 2014
Attachments: WIRC Projected Expenditure-June 2014.doc
Biljana

Thank you for our discussion yesterday. My impressions that all was proceeding in terms of arranging course stems from my reading of the date at the top of the attached document that you sent me.

I know that there has been some misunderstandings but we just need to do the best we can with the time we have.

Cheers

nic

Women's Information and Referral Centre Financial Commitments Projection

until end June 2014

1) Courses for women – Term 4 2013	
a) Self Esteem and Assertiveness – six week course	\$1,760
b) Creative Resilience – four week course	\$1,300
c) Public Speaking for Women – full day workshop	\$ 770
d) Reclaim Your Power – four week course	\$1,300
e) Your Self Worth and wellbeing – six week course	\$1,760
f) Self Esteem and Assertiveness Course for Carers ACT	\$1,760
2) What's On for Women Publication	
a) Printing of 3000 copies	\$4,500
b) Distribution	\$1,500
3) Domestic Violence Support Group (Two 8 week groups)	\$ 5,000
4) Thinking Thursdays Sessions (eight sessions)	\$ 900

TOTAL:	\$20,550
---------------	-----------------

Petrova, Biljana

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From: Elizabeth Spence [Elizabeth.Spence@cpsu.org.au]
Sent: Friday, 1 November 2013 12:47 PM
To: Bascomb, Amy; Petrova, Biljana; Bejar, Chikee; Flor Seremeno; Adams, Rebecca; Rope, Rosemary
Subject: Update

Hi ladies,

I have had some communication with all of you separately in the last week and I just wanted to quickly update you all on the next step.

- Maree Mannion has committed to write to you each of you individually to outline your personal employment arrangements
- CSD does not plan to make you 'potentially excess', they are pursuing 'redeployment'
- We will have separate 'service' and 'industrial' meetings with Nic & Maree from now on and I will attend the industrial meetings
- Some of you have raised individual concerns with me. I am trying to get confirmed answers from Maree Mannion to address your concerns today. If I don't hear back from her, I will follow up early next week and update you all as soon as possible
- I will see you on Wednesday at 1.30pm to discuss your concerns in person, and I will attend the 2pm meeting with Nic & Maree as well

Please let me know if there is anything else that I can do in the meantime

Thank you

Elizabeth Spence | Field Organiser | CPSU | ph 02 6220 9604 | m 0427 412 330 | f 02 6220 9690
website www.cpsu.org.au | member service centre 1300 137 636

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Petrova, Biljana

From: Elizabeth Spence [Elizabeth.Spence@cpsu.org.au]**Sent:** Wednesday, 30 October 2013 12:11 PM**To:** Sermeno, Flor; Petrova, Biljana**Subject:** Update

Hi Ladies,

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.

Maree Mannion said that she will write to you in the next week, to state that it is not the intention of the Directorate to classify you as 'Potentially Excess'. Maree and Nic also committed to providing written advice about a timeline of transition for you all personally and for the transition of the service.

Nic stated that he would like to move Rose into a role within OFW as part of a plan to continue certain aspects of the Service. In regards to your two positions, Maree and Nic will work with you to find 'skill appropriate' positions at your level. They are both conscious of location preference and will consult with you both about this. There will be 'choice' about your future roles, and future locations. As part of this process, Maree would like to get your CV's. She will address this in her letter.

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 9690website www.cpsu.org.au | member service centre 1300 137 636

CPSU Values: By joining our union you help make our workplaces and communities fairer. We believe every worker deserves; dignity and respect; a safe workplace; decent pay and conditions; rights at work and a balanced working life. Together we provide; a voice for all workers; support and promote a strong, independent public sector and ...make a difference. Find out more on 1300 137 636 and join online <https://web.cpsu.org.au/join>

For information and assistance call the CPSU Member Service Centre on 1300 137 636

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Petrova, Biljana

From: Manikis, Nic
Sent: Tuesday, 22 October 2013 7:45 PM
To: Petrova, Biljana
Subject: Re: [#5430]: Broadband for Seniors

Categories: Red Category

Biljana

Please respond to Ms Ormerod as follows:

The provision of WIRC services remains with the Community Participation Group where it has been so no change of organisation at the branch level.

It is likely that computer service will move to Theo Notaras multicultural centre in due course. You should amend application form to reflect this and I will resign.

Cheers

Nic

Sent from my iPad

> On 22 Oct 2013, at 4:31 pm, "Petrova, Biljana" <Biljana.Petrova@act.gov.au> wrote:

>
 > Nic,
 >
 > Please read the email below and advise of a course of action in due time.

> Thank you,

> Biljana

> Biljana Petrova | Manager |

> Phone 02 6205 0713 | Fax 02 6205 1077 | Community Participation Group

> | Office For Women | Women's Information & Referral Centre |Community

> Services Directorate | ACT Government | Ground Floor, London Court

> Building, 13 London Circuit, Canberra City 2601| GPO Box 158, Canberra

> ACT 2601 | www.act.gov.au

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

> From: Patricia Ormerod [mailto:hostakiosk@necseniors.com.au]

> Sent: Tuesday, 22 October 2013 4:24 PM

> To: WIRC

> Cc: Petrova, Biljana

> Subject: [#5430]: Broadband for Seniors

> Hi Biljana,

> Further to our telephone conversation today regarding Kiosk ID# 5430, we advise that we received notification from the Department of Social Services, who are funding the Broadband for Seniors program, that there is a possibility that the Women's Information and Referral Centre could close at the end of this year. The notification was an article in the Canberra Times dated 18/10/13.

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> The Women's Information and Referral Centre has put in an application to continue in the program and to receive the new computer and the training grant. You are also using our broadband service, which is linked to the telephone number you nominated when we installed the broadband service.

>

> You advised during our telephone conversation that the kiosk services will be provided at another location, still under the Community Services Directorate. This means that the application you have completed will need to be changed to another organisation name.

>

> Also if you move location we will need to disconnect the broadband service at Civic and we would need to take out a new contract for broadband at the new location and pass on a charge to your organisation of approximately \$180.00 for the new contract, unless you had your own DSL established at the new location that you could connect the kiosk to. We would need to discuss this prior to any move.

>

> We look forward to working with you during these changes and await any written advice you can provide regarding the changes at your organisation.

>

> Regards,

> Pat Ormerod

> Senior Project Officer - Broadband for Seniors NEC Australia Pty Ltd

> BFS Helpline: 1300 795 897

>

> Ticket Details

> =====

> Ticket ID: 5430

> Department: Kiosk HA Extension Received GF

> Priority: New Application

> Status: Closed

>

Petrova, Biljana

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

Colleagues

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

Regards

Sue Chapman

All CSD Staff

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

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

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

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

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

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

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

Sue Chapman
Deputy Director General

Petrova, Biljana

From: Manikis, Nic
Sent: Thursday, 3 October 2013 1:31 PM
To: Petrova, Biljana
Cc: Winter, Jancye
Subject: RE:
Biljana

Thank you so much for speedy response.

Cheers

nic

From: Petrova, Biljana
Sent: Thursday, 3 October 2013 12:16 PM
To: Manikis, Nic
Cc: Winter, Jancye
Subject:

Hi Nic,

We have not made commitments to deliver any courses for Term 1, 2014, however we have scheduled a DV Support group at the Tuggeranong Child and Family Centre to commence in February 2014.

Regards,

Biljana

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

Petrova, Biljana

From: Petrova, Biljana
Sent: Monday, 16 December 2013 9:18 AM
To: Rope, Rosemary
Subject: FW: Relocation - 13 London Cir to 180 London Circuit
Importance: High

FYI

From: Winter, Jancye
Sent: Friday, 13 December 2013 12:22 PM
To: Petrova, Biljana; Sermeno, Flor; Bejar, Chikee
Subject: FW: Relocation - 13 London Cir to 180 London Circuit
Importance: High

Hi

Please note the removalists timetable below for Rose and Bees goods.

Regards

Jancye

From: McPhee, Ian
Sent: Friday, 13 December 2013 11:59 AM
To: Winter, Jancye
Cc: Howe, Damien; Manikis, Nic; Andrews, Ross; Ridge, Joel
Subject: Relocation - 13 London Cir to 180 London Circuit
Importance: High

Jancye,

Waiting to have confirmed that Monday's booking is at 2pm, from 13 London Circuit to 180 London Circuit, Level 2.

Expecting to move the following items:

- 2 X Work stations
- 2 X Computers and Monitors
- 2 X Tables
- 2X Mobile Pedestals
- 10-20 tea chest boxes

NB: Can you please advise to staff at the WIRC centre that will be affected in relation to this activity.

Kind Regards,

Ian

Ian McPhee | Senior Accommodations Manager
Phone: +61 2 6205 2703 Fax: +61 2 6207 1403 | Mobile: 0417 044 104

Email: ian.mcphee@act.gov.au

Asset Management Branch | Community Services Directorate | ACT Government

Level 3 Nature Conservation House | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Petrova, Biljana

From: Petrova, Biljana
Sent: Thursday, 12 December 2013 12:52 PM
To: Treacy, Joanna
Cc: Sermeno, Flor
Subject: WIRC Tasks to complete

Dear Jo,

It is our understanding that the week from 16 – 20 December is the week of moving the Women's Information and Referral Centre.

We are delivering services to public from 13 London Circuit conclusive with Friday 13 December and are also coordinating a final Self Esteem and Assertiveness Session on 16 December and presenting certificates to the women completing this course at the Carers ACT site. The final DV Support group was run yesterday. After these sessions we would be receiving invoices and evaluation forms from the facilitators, which would have to be entered. There are still a number of outstanding tasks to complete before the closure of the premises including.

- Hard copy and electronic data entry of daily stats up until 13 December;
- Collection of monthly stats for the last quarter;
- Completion of Second Quarter Statistics Report;
- Entry and completion of course evaluations;
- Course data base entry;
- Finalising responses to WIRC Inbox, including Supportlink referral;
- Sorting and packing up of outstanding files, including Stats, Programs (DV Group), International Women's Day Calendar of Events, What's on for Women, etc;
- Invoicing Files;
- Historical Documents (old publications and articles);
- Sorting and packing up of the WIRC library;
- Final Invoice and Cancellation of IGA Account;
- Collection of staff time sheets.

For the following week, 23 and 24 December, Flor and I could keep working on updating procedures, including delivery of courses (I am in the process of updating this, so that it could be handed over in a way that is easy to take over and Flor has been updating the DV group material), What's on for Women Calendar procedure, prepare a Calendar Mailout (for distribution of What's on for Women) and keep responding to WIRC Inbox enquiries before the change of the email address. You mentioned before there may be work stations available for us to work from 11 Moore on those two days.

We are both of the understanding that after the Christmas Shut Down period we would be commencing in new roles at different areas of the Directorate.
Please confirm this arrangement with us.

Thanks and regards,

Biljana

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

Petrova, Biljana

From: Petrova, Biljana
Sent: Wednesday, 4 December 2013 10:25 AM
To: Manikis, Nic
Cc: Sermeno, Flor; Rope, Rosemary; Bejar, Chikée; Adams, Rebecca
Subject: RE: wirc 8 questions
 Thank you for the explanation Nic.

WIRC team members did wonder about which set of questions was being answered, but this makes it clear.

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

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

Biljana, Flor, Rosemary and Chikée

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, Chikée; 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.
- 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, Chikée 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
 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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From: Manikis, Nic
Sent: Monday, 2 December 2013 11:25 AM
To: Petrova, Bijana; 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

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, Bijana
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,

Bijana

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

From: Elizabeth Spence [<mailto:Elizabeth.Spence@cpsu.org.au>]
Sent: Wednesday, 30 October 2013 12:11 PM
To: Sermeno, Flor; Petrova, Bijana
Subject: Update

Hi Ladies,

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.

Maree Mannon said that she will write to you in the next week, to state that it is not the intention of the Directorate to classify you as 'Potentially Excess'. Maree and Nic also committed to providing written advice about a timeline of transition for you all personally and for the transition of the service.

Nic stated that he would like to move Rose into a role within OFW as part of a plan to continue certain aspects of the Service. In regards to your two positions, Maree and Nic will work with you to find 'skill appropriate' positions at your level. They are both conscious of location preference and will consult with you both about this. There will be 'choice' about your future roles, and future locations. As part of this process, Maree would like to get your CV's. She will address this in her letter.

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
website www.cpsu.org.au | member service centre 1300 137 636

CPSU Values: By joining our union you help make our workplaces and communities fairer. We believe every worker deserves; dignity and respect; a safe workplace; decent pay and conditions; rights at work and a balanced working life. Together we provide; a voice for all workers; support and promote a strong, independent public sector and ...make a difference. Find out more on 1300 137 636 and join online <https://web.cpsu.org.au/join>

For information and assistance call the CPSU Member Service Centre on 1300 137 636

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06/02/2014

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.

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.

Petrova, Biljana

From: Petrova, Biljana
Sent: Wednesday, 4 December 2013 11:25 AM
To: Howson, Natalie
Cc: Manikis, Nic
Subject: Invite to WIRC's Function
Attachments: WIRC Celebration invite.docx

Dear Natalie,

We would like to extend a warm welcome to you to attend WIRC's informal function planned for 12 December, 2pm – 4:30pm.

There will be a venue change and Nic Manikis will advise me as soon as that has been arranged, either the Theo Notaras Function Room or the Canberra Museum and Gallery.

We hope you would be able to join us and briefly address the attendees.

Kind 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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Petrova, Biljana

From: Petrova, Biljana
Sent: Thursday, 5 December 2013 2:52 PM
To: Manikis, Nic
Subject: Notes for WIRC Function, 12 December 2013
Attachments: WIRC Function Notes.docx

Nic,

I have attached some draft and incomplete notes for you to look at, which may be used in a speech at the WIRC Function.

Sue Chapman is unable to attend and Natalie Howson is tentative.

We have resent the invite with changed details.

Regards,

Biljana

Biljana Petrova | Manager |
Phone 02 6205 0713 | Fax 02 6205 1077 |
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Natalie Howson
Director General, Community Services Directorate

Women's Information and Referral Centre Function

3:30pm – 5:30pm, Thursday 12 December 2013

**Theo Notaras Multicultural Centre,
Function Room**

Acknowledgments

- Traditional owners, colleagues.
- I welcome all friends and associates of the Women's Information and Referral Centre. I acknowledge your contribution and thank you for your commitment to women's empowerment and support of the Centre in various ways, as group leaders, course facilitators, supervisors, partnership project participants and clients.
- I would also like to acknowledge and thank the many women that have worked at the Centre in various capacities and who have been instrumental in providing information and referral services to women and their families in the Canberra region over the years.
- The WIRC was established in 1978 as a 'Shopfront Information Service' as an experiment in community access for women by the then Federal government's Minister, Bob Ellicot, and shaped by the Office of Women's Affairs, which was part of the Commonwealth Department of Home Affairs and Environment.
- The Centre's primary role was to inform women of new opportunities and resources in the ACT community as a result of government initiatives and the legislative and social changes of the era, which included policies of equal opportunity, freedom from discrimination and equal status for women. Its secondary role was to enable government to obtain direct feedback on

women's issues from women and the community as a means of informing policy development.

- The Office changed its name to Office of Status of Women (OSW) in 1982 and moved into the Department of Prime Minister and Cabinet in 1983. The shopfront remained the outreach service of OSW until it was transferred to the ACT Administration in 1985 in preparation for self-government. WiRC was initially located within the Department of ACT Health and Chief Minister's Department and transferred to the Department of Urban Services (DUS) in 1995 and then to the Department of Disability Housing and Community Services with the Office for Women from the Chief Minister's Department in 2006 – almost full circle.
- Women have achieved much in the past 35 years and WiRC has been instrumental in supporting women of the ACT in changing and challenging times. It has been WiRC's ability to meet the 'challenges of change' that has enabled it to be relevant to women over the last 35 years. As women's roles and lifestyles changed, so did WiRC's role in responding to their information needs.
- At the Centre's 10th Anniversary, new directions were endorsed that showed the positive and flexible nature of the service. A major feature of WiRC's service was the joint sponsoring of courses, workshops and seminars of special interest to women.
- Those courses have continued to be run today and provide a cost –friendly way for most women to benefit from quality self-development groups and courses which is an excellent way for women to achieve self-determination.
- In the 1980's WiRC began developing publications, such as 'The Housing Handbook for Women' and a budget resource manual called 'Thriving and Surviving' in partnership with Care Financial Counselling. WiRC continued to produce a number of popular publications in the 1990's including the 'Community Calendar for Women', now called What's On for Women and the 'International Women's Day (IWD) Program of Events'. Some of these publications are displayed here today and I invite you to view them. A special publication was produced to commemorate the 30 years – a 2009 Calendar with a précis of WiRC history.

- Also in the 1990's WIRC began running support groups for women in crisis such as the Domestic Violence Support Group and the Moving on After Separation Support group. These groups are still run today.
- One of the other proactive ways of responding to the changing information needs was the development of a website which was combined with the Office for Women to provide an updated and comprehensive online information service for ACT women.
- The WIRC has been responding to over 12,000 enquiries per year. Enquiries come from women, men, community services, educational institutions and community organisations.
- WIRC has been relevant Government information and referral service for women and their families in the ACT and Region. Please join me in congratulating the Women's Information and Referral Centre on their long term contribution.....

Petrova, Biljana

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

Hi Richard,

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

- 2 x Self Esteem and Assertiveness Courses at Carers ACT (a total of 10 weeks)
- Self Esteem and Assertiveness Course at Gunyah Women's Housing (six-week course)
- DV Support Group at Gunyah Women's Housing (eight-week course)
- DV Support Group at Northside Community service (four-week program)
- An International Women's Day Information Session titled 'The Benefits of Mentoring' at Canberra Museum and Gallery (two-hour session)

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

Regards,

Biljana

Biljana Petrova | Manager |
Phone 02 6205 0713 | Fax 02 6205 1077 |
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From: Beaton, Richard
Sent: Tuesday, 26 November 2013 4:10 PM
To: Petrova, Biljana
Subject: FW: Addition to WIRC QTB's

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

Hi Richard

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

From: Chapman, Sue
Sent: Tuesday, 26 November 2013 2:44 PM

06/02/2014

To: Callen, Michelle
Subject: RE: Addition to WIRC QTB's

Michelle

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

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

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

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

Hi Michelle

Please find attached updated WIRC QTB's

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

Additions:

Domestic Violence Support Group

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

Richard Beaton | Senior Policy Officer, Office for Multicultural Affairs

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

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Petrova, Biljana

From: Petrova, Biljana
Sent: Thursday, 21 November 2013 1:28 PM
To: Baker, Fiona
Subject: RE: fortnightly brief is due tomorrow 22 /11 Coffee?

Hi Fiona,

Thanks for the reminder. I will try to fill the brief by tomorrow, which might be the last one from this WIRC Team. It is very busy with service delivery, What's on for Women calendar(By the way submissions are due by COB today and it is not ready for editing yet, as many services have not responded after repeated emails and phone calls. Many are not running programs any more like Capital Careers, Marymead, Relationships Australia, Human Rights Commission, Toora and us, so we will have a much smaller calendar), meetings and service wrap up, and if I do not manage by tomorrow it will be ready on Monday.

It would be good to meet for coffee and Flor would like to as well. How is Monday at 11am for you?

Cheers,

Biljana

Biljana Petrova | Manager |
Phone 02 6205 0713 | Fax 02 6205 1077 |
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From: Baker, Fiona
Sent: Thursday, 21 November 2013 12:22 PM
To: Petrova, Biljana
Cc: Sermeno, Flor
Subject: fortnightly brief is due tomorrow 22 /11 Coffee?

Hi Biljana

Just a reminder that the fortnightly brief is due tomorrow 22 /11

Hope all is going well at WIRC. Let me know if you and Flor would like to meet for coffee

Cheers Fiona

Fiona Baker | Senior Policy Officer
Phone 02 6207 2552 | Fax 02 6207 0592 | Email fiona.baker@act.gov.au
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Level 4, 11 Moore Street, Canberra ACT 2601 |
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Petrova, Biljana

From: Petrova, Biljana
Sent: Wednesday, 20 November 2013 4:47 PM
To: Manikis, Nic
Subject: RE: What's on for Women Calendar Cover

I would need to arrange it with the ACT Gov Printer by beginning of December. Deki and I are hoping to have the edition ready for editing by end of next week.

Biljana

From: Manikis, Nic
Sent: Wednesday, 20 November 2013 4:44 PM
To: Petrova, Biljana
Cc: Winter, Jancye; Sermeno, Flor; Doyle, Bridie
Subject: RE: What's on for Women Calendar Cover

Biljana

What is the latest date you think we need for this information.

Cheers

nic

From: Petrova, Biljana
Sent: Wednesday, 20 November 2013 4:38 PM
To: Manikis, Nic
Cc: Winter, Jancye; Sermeno, Flor
Subject: What's on for Women Calendar Cover

Hi Nic,

On the back cover of the What's on for Women Calendar there is information regarding contacting and visiting WIRC. Please let me know what information to include regarding the January to June 2014 issue, particularly around the Contact Us information including correct telephone numbers. Email and website information will remain the same I believe.

We can leave out the Visit Us information at this stage, but let me know if that needs to change to a new location. If so, that would require changing the artwork for the cover to include a map of the new location.

Regards,

Biljana

Biljana Petrova | Manager |
Phone 02 6205 0713 | Fax 02 6205 1077 |
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Petrova, Biljana

From: Petrova, Biljana
Sent: Friday, 15 November 2013 10:27 AM
To: nic.manikis@act.gov.au; Winter, Jancye
Cc: Elizabeth Spence
Subject: Meeting WIRC Redesign
Attachments: Meeting WIRC Redesign.doc

Apologies for the late notice,
We have a few points for discussion from our end.
Kind regards,

Biljana and Flor

Meeting WIRC Redesign

15 November 2013

Nic Manikis, Jancye Winter, Elizabeth Spence, Flor Sermenov, Biljana Petrova, Chikee Bejar

- 1) Designated Officer for WIRC handover procedures for documents and electronic files including:
 - a) WIRC Statistics
 - b) Courses for Women
 - c) Support Groups
 - d) Information Sessions
 - e) What's on for Women Calendar
 - f) International Women's Day Calendar of Events
 - g) Other minor publications (e.g. Women's Services in the ACT), ACT Women's Services Directory, Fact Sheets, etc.
- 2) Records Management
- 3) Broadband for Seniors Kiosk Handover
- 4) Petty Cash Handover
- 5) Reduced hours of face-to-face service at WIRC before closing
- 6) Move Coordination
- 7) Course and Group delivery Planning for next year
- 8) WIRC Associates and Clients Open Day
- 9) Roles for Biljana and Flor

Petrova, Biljana

From: Petrova, Biljana
Sent: Wednesday, 23 October 2013 4:06 PM
To: Rope, Rosemary; Sermenov, Flor; Adams, Rebecca; Bejar, Chikee; Amy Bascomb
Subject: FW: Staff support sessions
 FYI

From: Scott Whiteway [mailto:ScottWhiteway@convergeinternational.com.au]
Sent: Wednesday, 23 October 2013 3:54 PM
To: Petrova, Biljana
Subject: Staff support sessions

Hello Biljana,

Great to speak to you today.
 We look forward to providing a support service for your staff.

Please have a conversation with your staff to determine the following:

- Best day and time for sessions to be held (we would usually allow 2 hours for these)
- Any specific requests – as discussed the following has been communicated to me:
 - Acknowledging loss (a number of them have been in the program for many years)
 - Change management
 - Personal resilience.
- Our usual agenda for sessions like this would be similar to below. We would incorporate information as above into this type of session.
 - What has been everyone's experience of this situation?
 - How have they been managing this so far?
 - What things can people do to increase their ability to cope?
 - What can people do to decrease their stress levels?
 - Supporting each other.
 - Brief relaxation techniques

If you could confirm a day and time we can get this moving ASAP.
 If you have any questions please don't hesitate to get in touch.

Kind regards,

Scott



where business meets life

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Scott Whiteway

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Tips to help your
 staff with bullying



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Petrova, Biljana

From: Petrova, Biljana
Sent: Tuesday, 15 October 2013 3:57 PM
To: Winter, Jancye
Subject: WIRC Questions
Attachments: 131016 WIRC Service Redesign Questions.docx

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 |
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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?**

O/S

O/S

O/S

O/S

O/S

O/S

O/S

Mick

We will not be renewing the lease on that building beyond January 2014.

I am happy to discuss.

Cheers

nic

From: Sharp, Mick

Sent: Thursday, 10 October 2013 4:34 PM

To: Manikis, Nic

Cc: Jardine, Jack; Petrova, Biljana

Subject: RE: Migration of sites to Civic East MPLS router

Nic

Just spoke to Biljana and she informed me that the Office for Women will be moving from 13 London Circuit from early January.

O/S

Petrova, Biljana

From: Winter, Jancye
Sent: Thursday, 3 October 2013 9:04 AM
To: Petrova, Biljana; Sermeno, Flor; Adams, Rebecca; Bascomb, Amy
Cc: Manikis, Nic
Subject: Today
Follow Up Flag: Follow up
Flag Status: Green

Good morning everyone

Following on from your discussions with Nic and Meredith yesterday please contact me if you wish to chat/have coffee etc.

I am here to support you all.

Regards

Jancye Winter | Senior Manager | Operational Manager National Multicultural Festival

Phone 02 62053153 |

Community Participation Group | Office of Multicultural Affairs | Community Services Directorate | ACT Government

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