

Freedom of Information Request – [REDACTED]

Documents – Schedule 15 – Jancye Winter

Folio no	Date	Document	Status	Reason for Exemption
1-3	1/10/2013	Email – Dot Points – WIRC	Not released	Outside of scope
4-5	3/10/2013	Email – Wirc Projected Expenditure	Full release	
6-8	3/10/2013	Email – Chief Minister talkback template	Full release	
9-12	14/10/2013	Email – Backgrounder	Full release	
13-14	15/10/2013	Email - WIRC service redesign questions	Full release	
15-16	18/10/2013	Email - Closure of WIRC: action needed	Partial release	FOI Act, s41
17-18	22/10/2013	Email – Women’s information and Referral centre	Full release	
19-20	11/11/2013	Email – OFW WIRC changes	Full release	
21	11/11/2013	Email – OFW WIRC changes	Not released	Copy: Refer to folio 19
22-25	11/11/2013	Email – m-13-2094	Full release	
26	12/11/2013	Email – WIRC and OFW – change to tomorrow’s meeting	Not released	Copy: Refer to Schedule 6, folio 12
27	13/11/2013	Email – WIRC meeting on Friday	Full release	
28	13/11/2013	Email – WIRC meeting on Friday	Not released	Copy: Refer to Schedule 6, folio 40
29	14/11/2013	Email – Friday’s meeting	Full release	
30-30d)	4/12/2013	Email - Flyer and info letter, rego and payment	Full release	
31-32	5/12/2013	Email – Supervision	Not released	Copy: Refer to Schedule 6, folio 85
33-34	5/12/2013	Correspondence	Partial release	FOI Act, s41

Folio no	Date	Document	Status	Reason for Exemption
35	10/12/2013	Procurement process for outsourcing groups	Full release	
36-38	10/12/2013	Email – Letter to WIRC re groups	Partial release	FOI Act, s41
39-40	10/12/2013	Email – WIRC	Partial release	FOI Act, s41
41-42	11/12/2013	Email – RE groups	Full release	
43-44	11/12/2013	Email - Draft for WIRC response	Full release	
45-46	13/12/2013	Email – WIRC urgent	Partial release	FOI Act, s41
47-49	14/1/2014	Email – Advocacy for Inclusion	Not released	Outside of scope

Winter, Jancye

From: Winter, Jancye
Sent: Friday, 13 December 2013 11:48 AM
To: Wensing, Veronica; Manikis, Nic
Subject: RE: WIRC URGENT

Hi Veronica

Thanks for visiting WIRC today.

Whilst it is good that some WIRC staff have offered to keep answering the phone it is imperative that the phone line starts here at Theo Notaras on Monday.

Budi is here waiting for training and I will certainly take you up on your offer to assist with phones on Monday!

Regarding RTW- Bec will certainly have a desk somewhere here on Monday and the meeting room is available for her to meet clients confidentially.

Her phone number will be transferred today along with WIRC.

There has been a clear instruction to the construction crew that no removalists are to move furniture today but the phone lines are ok.

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
 Theo Notaras Multicultural Centre, Level 2, North Building, 180 London Circuit, Canberra ACT 2601 |
 GPO Box 158, Canberra ACT 2601 | www.act.gov.au

From: Wensing, Veronica
Sent: Friday, 13 December 2013 11:20 AM
To: Manikis, Nic; Winter, Jancye
Subject: WIRC URGENT
Importance: High

Hi Nic and Jancye

I went over to WIRC this morning since there was no one here at Theo to be trained on how to answer the phone. It was a good thing to do and the staff were very grateful.

Flor advises that she has a job in IMS at OCYFS to start in January
 Biljana advises that she will be going to Housing starting January.

They will both be at WIRC next week packing up and finalising things, they offered to answer the general inquiries line for WIRC whilst they are there next week. My understanding is that Rose is also happy to help clean up and pack up and be available to answer the phone in her available hours. Rose also has all the information about courses and groups, should callers be trying to book in.

Additionally, we have Linda on a return to work who is also more than capable of answering the phone (she used to be a rape crisis worker)

My proposal is that we accept their offer

The benefits of this are:

- They are capable and willing to answer the phone.
- Women will get the response they need
- It provides a little more time for us to get people trained over here.
- The phone will not need to be transferred today

Of concern is that Ross advises Bec's desk will not be ready on Monday morning – she has a client appointment at 10AM.

He says this is because they have been asked not to attend WIRC today. her phone number will definitely need to be transferred by COB today (X52885)

(I thought any planned protest was at 4:30pm)

FOI Act, s41

Veronica Wensing

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

Phone 02 6205 9847 | Fax 02 6207 5682 | Email Veronica.wensing@act.gov.au

Level 2, Theo Notaris Building, 180 London Cct

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

Please note

I work part time.



Winter, Jancye

From: Winter, Jancye
Sent: Wednesday, 11 December 2013 4:13 PM
To: Beaton, Richard; Manikis, Nic
Subject: FW: WIRC Ministerials
Attachments: draft for WIRC response.docx

From: Baker, Fiona
Sent: Wednesday, 11 December 2013 4:02 PM
To: Winter, Jancye
Subject: FW: WIRC Ministerials

Jancye as requested cheers

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





Katy Gallagher MLA

CHIEF MINISTER

MINISTER FOR HEALTH
MINISTER FOR REGIONAL DEVELOPMENT
MINISTER FOR HIGHER EDUCATION

MEMBER FOR MOLONGLO

[Font is 12pt Arial Narrow]

[Name]

[Title Surname]

[Organisation]

[Address - Street or P O Box]

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

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

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

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

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

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

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

Yours sincerely

Katy Gallagher MLA

[Insert portfolio]

ACT LEGISLATIVE ASSEMBLY

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

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

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

100
CANBERRA

Winter, Jancye

From: Winter, Jancye
Sent: Wednesday, 11 December 2013 9:25 AM
To: Doyle, Bridie
Subject: FW: Re groups 2014

FYI

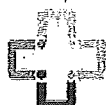
jancye

From: Guy, Carol (Health)
Sent: Wednesday, 11 December 2013 9:23 AM
To: Winter, Jancye
Subject: RE: Re groups 2014

Dear Jancye,
 Thank you for your reply. I have notified WIRC that I am available to run the two groups that they have requested for next year.

Carol Guy
 Tel 0416106260

Care ▲ Excellence ▲ Collaboration ▲ Integrity



CANBERRA HOSPITAL
AND HEALTH SERVICES

From: Winter, Jancye
Sent: Tuesday, 10 December 2013 5:34 PM
To: Guy, Carol (Health)
Cc: Rope, Rosemary
Subject: RE: Re groups 2014

Dear Carol

Whilst I understand and admire that WIRC have responded to demand it has moved the service somewhat away from the Government information and referral service that it is.

There will be experienced staff in Theo Notaras Centre who can support the referral of any women who need assistance- we would hope that as we are not in the business of providing deep therapeutic groups this won't be necessary and that the group leaders are in large part responsible for the emotional welfare of people attending their groups.

However, If women need additional support we will absolutely assist them to gain access to specialised trained services such as DVCS, Rape Crisis or Lifeline to name a few in order to access the counselling they may require.

In the interests of moving forward and hoping we can find a way forward, (however, if you think this is not possible) can you please advise me ASAP as I am keen to print the Calendar for the next 6 months.

44

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
Theo Notaras Multicultural Centre, Level 2, North Building, 180 London Circuit, Canberra ACT 2601 |
GPO Box 158, Canberra ACT 2601 | www.act.gov.au

From: Guy, Carol (Health)
Sent: Thursday, 5 December 2013 12:37 PM
To: Rope, Rosemary
Subject: Re groups 2014

Dear Rose,

Further to our conversation about the groups for 2014 I wanted to check that there would be support for women attending the groups and that they would be able to make a face to face appt or telephone to gain support in the time between groups similar to the fantastic support the women currently receive from WIRC staff.

I have appreciated all the hard work and support that staff at WIRC have provided to women living in the ACT.

Warm regards

Carol Guy

Registered Nurse
Division of Mental Health, Justice Health and Alcohol & Drug Services
Building 7
The Canberra Hospital
Phone: 02 62443779
Fax: 02 62444622
E-mail: carol.guy@act.gov.au

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40
Winter, Jancye

From: Winter, Jancye
Sent: Tuesday, 10 December 2013 5:21 PM
To: 41
Subject: WIRC

Dear Joan

Thank you for your feedback.

Please note my responses below.

- The application process and administration of support groups will be managed by an appropriate female staff member of the Community Participation Group
- Our understanding is that we are actually asking you to conduct the group?
- We will not be 'screening' - this is a government service and open to all
- There will be experienced staff in Theo Notaras Centre who can support the referral of any women who need assistance - we would hope that as we are not in the business of providing deep therapeutic groups this won't be necessary and that the group leaders are in large part responsible for the emotional welfare of people attending their groups.

- The information and referral phone line will be administered by appropriate staff who can provide referrals.

- For the 4 groups planned prior to 30 June 2014 we will offer one or two supervision session per 6 week group (again as the focus should be on skills development 1 supervision session is appropriate). This will be reviewed at the end of June 2014.

There will be appropriate staff in the Theo Notaras Centre who will support the administration arrangements of the groups.

In the interests of moving forward and hoping we can find a way forward, (however, if you think this is not possible) can you please advise me ASAP as I am keen to print the Calendar for the next 6 months.

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 Theo Notaras Multicultural Centre, Level 2, North Building, 180 London Circuit, Canberra ACT 2601 | GPO Box 158, Canberra ACT 2601 | www.act.gov.au

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

From: Rope, Rosemary
Sent: Thursday, 5 December 2013 2:02 PM
To: Winter, Jancye
Subject: FW: Supervision

Hi Jancye,
Here is another query.
Regards

Rose Rope | Information Officer | Course Co ordinator Respect, Equity & Diversity (RED)
Contact Officer Phone 02 62050303 I 62051075 | Fax 02 6205 1077 Community Participation Group | Office for Women-Women's Information and Referral Centre | Community Services

Directorate | ACT Government Ground Floor 13 London Cct Canberra City | GPO Box 158
Canberra ACT 2601 | www.act.gov.au

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

From: Y1
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

Y1

Winter, Jancye

From: Winter, Jancye
 Sent: Tuesday, 10 December 2013 5:10 PM
 To: ⁴¹
 Subject: RE: Request for workshop
 Attachments: Letter to WIRC re Groups 2014.pdf

Dear ⁴¹

Thank you for your inquiry and feedback. Please note my responses below.

- what will be the recruitment and screening processes for women wishing to attend the groups and by whom will they be managed and conducted?

- The application process and administration of support groups will be managed by an appropriate female staff member of the Community Participation Group
- Our understanding is that we are actually asking you to conduct the group?
- We will not be 'screening'- this is a government service and open to all
- There will be experienced staff in Theo Notaras Centre who can support the referral of any women who need assistance- we would hope that as we are not in the business of providing deep therapeutic groups this won't be necessary and that the group leaders are in large part responsible for the emotional welfare of people attending their groups.

- what specific resources including personnel will be available to support women who apply for groups if the group they apply for is not suitable for their needs?

- The information and referral phone line will be administered by appropriate staff who can provide referrals,

what will the commitment be to maintaining the existing practice of supervision for group leaders and will there still be a choice of skilled, trained and professional supervisors?

- For the 4 groups planned prior to 30 June 2014 we will offer one or two supervision session per 6 week group (again as the focus should be on skills development 1 supervision session is appropriate). This will be reviewed at the end of June 2014.

- what resources and specific personnel will be available to support women and myself as a group leader during and after a course both as a matter of normal practice and in the event that issues arise?

- As noted above there will be appropriate staff in the Theo Notaras Centre who will support the administration arrangements of the groups.

In the interests of moving forward and hoping we can find a way forward, (however, if you think this is not possible) can you please advise me ASAP as I am keen to print the Calendar for the next 6 months.

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

Theo Notaras Multicultural Centre, Level 2, North Building, 180 London Circuit, Canberra ACT 2601 |
GPO Box 158, Canberra ACT 2601 | www.act.gov.au

From: Rope, Rosemary
Sent: Friday, 6 December 2013 9:19 AM
To: Winter, Jancye
Subject: FW: Request for workshop

Good morning Jancye,
Please find another letter for response regarding the groups for next year.
Warm Regards
Rose Rope | Information Officer | Course Co ordinator
Respect, Equity & Diversity (RED) Contact Officer
Phone 02 62050303 | 62051075 | Fax 02 6205 1077
Community Participation Group | Office for Women-Women's Information and Referral Centre |
Community Services Directorate | ACT Government
Ground Floor 13 London Cct Canberra City | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: 41
Sent: Thursday, 5 December 2013 6:09 PM
To: Rope, Rosemary
Subject: Re: Request for workshop

Dear Rose

Thank you for your enquiry about my availability for a workshop on Conflict Resolution on 2/7/14.

I have attached a letter which outlines my response regarding your enquiry.

May I take this opportunity to commend your professionalism and dedication to supporting women in the ACT and region. I have greatly enjoyed the chance to work with you and have particularly appreciated your calm and insightful approach and your ability to easily and meaningfully connect with the women and to support them to make that connection with myself as a group leader. I wish you the very best in all your future endeavours.

Warmest wishes

41

On 28/11/2013, at 3:42 PM, Rope, Rosemary wrote:

Hi 41

I have been asked to provide courses planning for the next 6 months which translates into term 1 and term 2, 2014. I am keen to provide a 1 day workshop in Conflict Resolution, 10am-4pm, 2/7/14. Could you please indicate your interest and availability to provide same.

Regards

Rose Rope | Information Officer | Course Co ordinator
Respect, Equity & Diversity (RED) Contact Officer
Phone 02 62050303 | 62051075 | Fax 02 6205 1077

Community Participation Group | Office for Women-Women's Information and Referral Centre |
Community Services Directorate | ACT Government
Ground Floor 13 London Cct Canberra City | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

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

Winter, Jancye

From: Doyle, Bridie
Sent: Tuesday, 10 December 2013 3:54 PM
To: Winter, Jancye
Subject: re procurement process for outsourcing groups

Hi Jancye

I spoke with Kristie from Contracts and Grants re the processes for outsourcing the WIRC support groups.

She has advised that we can do a select tender and invite three to apply- I would propose DVCS , Relationships Australia and Beryl/Doris as a consortium.

Given I have proposed that the groups will commence 1 July 2014 but that we will include 8 weeks review and modelling of groups prior to that date (So from 1 May 2014)and funded as a separate one off payment in the contract, Kristie has advised we need start the process of Procurement in January.

The first thing they will need really is scope of works and budget. I am happy to work on developing the scope of works if you could please confirm with Nic that it is \$40,000 pa with an additional ??? \$10,000 as the one off review?? I would also suggest a 3 year contract?

Once I have the scope done I will send it to you and you can determine who is going to manage the procurement process- seems to me that OFW is the logical choice but decision is yours as the Senior manager.

Cheers
Bridie

41.

5 December 2013

Rose Rope
Information Officer - Course Co ordinator
Women's Information and Referral Centre
Ground Floor 13 London Cct Canberra City
GPO Box 158
Canberra ACT 2601

Dear Rose

Thank you for your enquiry about my availability to lead a workshop on Conflict Resolution on 2/7/14.

As I understand it the Women's Information and Referral Centre is closing as a stand-alone centre next week on 13 December and as such will not exist next year.

This raises for me a significant number of concerns about committing to run groups for an, as yet, unnamed organisation whose policies, practices and professional approach is a complete unknown to me.

I am concerned as to the following issues:

- what will be the recruitment and screening processes for women wishing to attend the groups and by whom will they be managed and conducted?
- what specific resources including personnel will be available to support women who apply for groups if the group they apply for is not suitable for their needs?
- what will the commitment be to maintaining the existing practice of supervision for group leaders and will there still be a choice of skilled, trained and professional supervisors?
- what resources and specific personnel will be available to support women and myself as a group leader during and after a course both as a matter of normal practice and in the event that issues arise?

I have greatly appreciated the opportunity to work with WIRC and have tremendous regard and respect for the work that is done by your colleagues and yourself. I see that running an effective group is a collaborative effort between the group members, myself and the whole team at WIRC.

As you are aware, issues can and do arise in groups where the skilled and dedicated support of the team at WIRC is essential to delivering a clear, targeted and supported response to those issues. I am deeply concerned that to commit to running groups in the absence of that team support for groups may well leave the women in a group in a deeply vulnerable and unsupported position with the potential to do more harm than good.

I have been delighted to run groups with WIRC because there is expertise in and clear understanding of and commitment to undertaking all the necessary work to make a group succeed and to have in place a full and proper safety net for the women who attend and the group leader as well.

I am deeply concerned that without the full complement of WIRC staff with their range of experience and expertise that groups will not function effectively and will not have the proper safeguards in place. This is not work that should be undertaken lightly and I have never felt that this was the case in any of the work that I have undertaken with WIRC. I am deeply concerned that those closing WIRC do not understand the full range of responsibilities and ramifications of running these types of groups.

As a professional in this area my first commitment is to do no harm and whilst I wish to see women in the ACT continue to have access to the range of services, including the groups, that are offered by WIRC I am completely uncertain as to how this can be done in an ethical, professional and dedicated way in the absence of any information about the proposed arrangements next year.

I am happy to have a further conversation with you at the point where the issues I have raised can be clearly answered by the management of the Community Services Directorate.

May I take this opportunity to commend your professionalism and dedication to supporting women in the ACT and region. I have greatly enjoyed the chance to work with you and have particularly appreciated your calm and insightful approach and your ability to easily and meaningfully connect with the women and to support them to make that connection with myself as a group leader. I wish you the very best in all your future endeavours.

Warmest wishes



Agency Payment Form

This form requires completion if any agency is paying your course fees. It is not required to be completed if you are self funding

Attendants' Name	
Company Name (If there is one) Department name	
ABN Number (If there is one) Cost code	
Contact Person's Name Financial delegate	
Contact Person's Phone number	
Company Address	----- Suburb: _____ State : _____ Post Code: _____ -----
Bill to Address	----- Suburb: _____ State : _____ Post Code: _____ -----
Description of supplies or services	



ACT
Government
Community Services



30 e)

**REGISTRATION FORM
SELF ESTEEM AND ASSERTIVENESS**

6 week course

W	I	R	C	T	4	1	3	S	E	&	A
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FOR WOMEN

WORKSHOP/COURSE STARTING DATE _____

NAME _____ AGE _____

ADDRESS _____ POSTCODE _____

PHONE(H) _____ (W) _____ (MOB) _____

EMAIL _____

1. Are you of Aboriginal or Torres Strait Islander origin?

Aboriginal ☐

Torres Strait Islander ☐

2. Do you speak a language other than English at home?

Yes ☐

No ☐

3. If you are being sponsored to attend this course by your employer or an agency, please fill out the payment form on the reverse side of this registration form.

4. If you are paying by cheque please fill in the form on the reverse side.

5. Have you previously participated in a personal or professional development course?

Yes/No

If 'yes', please give details

How did you find out about this course?

What do you expect to get out of this course?

Which area of your life would this course be most helpful in?

PLEASE BE ADVISED:

- If insufficient numbers of participants are registered, the course may be cancelled.
- You may register for courses via email, phone or over the counter; however to secure your place in the course, payments must be made ONLY after you have received a confirmation call from the Course Coordinator that the course will be running.

Due to strict privacy policies, WIRC does not allow the use of any sound/video recording devices in courses or workshops.

Signature _____ Date _____

Community Services Directorate
Women's Information & Referral Centre

Ground Floor, London Court, 13 London Cct, Canberra City (GPO Box 158, Canberra, ACT 2601)
Phone: 02 6205 1075 Fax: 02 6205 1077 Email: wirc@act.gov.au Web: www.women.act.gov.au

30 b)

INFORMATION LETTER

Following your enquiry I have enclosed information regarding course/workshop at WIRC.
If you would like to book in for this course, please:

1. **Complete the registration form**
and return it as soon as possible to ensure your place. There is a limit of 12 participants per course. You can post, fax or email your registration, or call into our Centre Monday - Friday 9.15am to 4.45pm.
2. **On the back** of the registration is a payment form to be completed if you are paying via bank transfer or being invoiced. If the fee is being paid for by your employer, please make sure that the Department and Section where you work are stated and that your Manager's details, Cost Centre and Project Code are documented on the form.
3. **Payment options** have changed for WIRC courses and workshops; we can no longer accept cash for payment on the premises. You can pay for courses directly into the below account via two methods.

METHOD 1:

Via bank internet transfer into-

Westpac Bank

BSB: 032-777

Account No: 000129

Account Name: CSD OPERATING ACCOUNT

Account Description: this is the WIRC training course identifier on the registration form, plus **your** initials at the end. For example: JS- Joanne Smith

W	I	R	C	T	4	1	3	S	E	J	S
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Please note your course identifier code below.

OR

METHOD 2:

Payment form directly to the Commonwealth bank- payment slip is at the bottom of this form.

4. **All payments**, are to be made out to CSD – WIRC.
5. **48 hours prior to course commencement cancellation notice is required** or full course fees may be incurred. There is **NO** refund for course fees after course or workshop commencement.
6. **Please do not hesitate to contact us if you have any queries or concerns.**
Email : wirc@act.gov.au, Fax: 6205 1077, Postal Address: GPO Box 158, Canberra ACT 2601
The details of the range of Courses and Support Groups that we run are on our web-site at www.women.act.gov.au or contact us on 6205 0303 or 62051075 to get your WIRC Courses flyer or calendar.

Please be advised that if there are insufficient numbers, the course may need to be cancelled at short notice.
Please **DO NOT** pay for the course until you have received a confirmation call that the course is going to run.
Please be advised that no sound recording devices are to be used in any WIRC courses or workshops.

Take slip and payment to your nearest WESTPAC BANK - CSD Operating Account

>

A/C NAME:	Community Services Directorate Westpac Bank												
BSB:	032-777												
A/C NUMBER:	000129												
DESCRIPTION: Training course identifier code. PLEASE INCLUDE your initials in empty boxes.	<table border="1"> <tr> <td>W</td><td>I</td><td>R</td><td>C</td><td>T</td><td>4</td><td>1</td><td>3</td><td>S</td><td>E</td><td>&</td><td>A</td> </tr> </table>	W	I	R	C	T	4	1	3	S	E	&	A
W	I	R	C	T	4	1	3	S	E	&	A		



ACT
Government
Community Services



SELF ESTEEM & ASSERTIVENESS FOR WOMEN PERSONAL DEVELOPMENT COURSE

W	I	R	C	T	4	1	3	S	E	A
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6 WEEK COURSE

This course is for women who would like to increase their self esteem and express themselves with confidence. As a participant in this course you will learn;

- The difference between self-perception, self-awareness and self-esteem.
- Past and present factors that influence self-esteem and self-acceptance
- How to make your inner critic work for rather than against you
- To overcome negative self-talk and increase self-value
- Strategies to discover and enhance your positive feelings and wellbeing
- How to accept and befriend your emotions
- What assertiveness means
- How to communicate with clarity and respect for self and others

DATES: 15 October – 19 November, 2013

TIME: Tuesday 10am-12.30pm

VENUE: Women's Information and Referral Centre
Ground Floor, London Court,
13 London Cct, Canberra City

COST: \$80
\$40 concession (Please discuss with Course Coordinator)

Women's Information and Referral Centre no longer receives cash payments.
Please read the information letter regarding payment processes. Please do not pay any course fees until the course has been confirmed to run by a WIRC staff member.

Bookings are essential

For more information or to register your interest, please contact Women's Information and Referral Centre on

6205 0303 or 6205 1075, or drop in and visit us.

Please be advised that we are unable to provide childcare.

The use of any sound recording devices is prohibited for any WIRC courses or workshops.

48 hours notice of cancellation from the course is required or full course fee's will be charged.

Community Services Directorate
Women's Information & Referral Centre
Ground Floor, London Court, 13 London Cct, Canberra City (GPO Box 158, Canberra, ACT 2601)
Phone: 02 6205 1075 Fax: 02 6205 1077 Email: wirc@act.gov.au Web: www.women.act.gov.au

Winter, Jancye

From: Rope, Rosemary
Sent: Wednesday, 4 December 2013 11:42 AM
To: Winter, Jancye; Doyle, Bridie
Subject: Emailing: flyer & info letter, rego and payment form SE&A T4, 2013
Attachments: flyer & info letter, rego and payment form SE&A T4, 2013.doc
Importance: High

Hi Jancye and Bridie,

Further to our meeting this morning, can I please clarify the direction for the details on the flyer as highlighted? As discussed these flyers get advertised on WOG and cnet at least 1 month prior and need to be correct with phone numbers and course codes etc.

It is my understanding that;

-we will maintain the WIRC number (6205.1075) -that we will change the name to Women's Information and Referral instead of Women's Information Network.

I appreciate that you are both very busy, however, I would appreciate your response as soon as possible given the current deadlines.

Regards

Rose Rope | Information Officer | Course Co ordinator Respect, Equity & Diversity (RED)
Contact Officer Phone: 02 62050303 I 62051075 | Fax 02 6205 1077 Community Participation
Group|Office for Women-Women's Information and Referral Centre | Community Services
Directorate | ACT Government Ground Floor 13 London Cct Canberra City | GPO Box 158
Canberra ACT 2601 | www.act.gov.au

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

flyer & info letter, rego and payment form SE&A T4, 2013

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

Winter, Jancye

From: Elizabeth Spence [Elizabeth.Spence@cpsu.org.au]
Sent: Thursday, 14 November 2013 2:10 PM
To: Winter, Jancye
Cc: Manikis, Nic
Subject: Friday's meeting

Hi Jancye,

As discussed yesterday, tomorrow's meeting will be held at Theo Notaras with just WIRC, yourself, Nic and me.

Also, OFW are happy with this arrangement.

In tomorrow's meeting WIRC would like to address the following issues:

- The ongoing operational hours of WIRC (specifically to address the transition)
- TBC 12 December function – coordination
- The coordination of the move of staff, items and information from WIRC office to Theo Notaras
- The transfer of hard copy and e copy files, resources and information (what, how, when and to whom)
- Which officer will be the contact point for the incoming information and transition (Jancye? Somone in CPG?)
- Work expectations of staff up to 19 December, especially those staff not continuing

Hope that is helpful

Give me a call if more info needed

Also, can you please have Jackie amend the calendar invite for WIRC staff to reflect the meeting room location at TN?

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

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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Winter, Jancye

From: Manikis, Nic
Sent: Wednesday, 13 November 2013 10:00 PM
To: Winter, Jancye
Cc: Treacy, Joanna
Subject: Re: WIRC meeting on Friday

Jancye

Please ask Elizabeth to put this in writing in an email to you .

Cheers

Nic

Sent from my iPad

On 13 Nov 2013, at 5:02 pm, "Winter, Jancye" <Jancye.Winter@act.gov.au> wrote:

Elizabeth CPSU just rang

WIRC have advised they do not feel in a position to discuss what the future service model looks like at this point in time.

They wish to discuss the immediate issues and the transition and the planning around this e.g. what do they pack? Where will it go? How will they find the time or resources to do this?

In light of this transition period they would like to discuss the option of reducing the operational face to face hours at WIRC until the formal closure.

They have asked that this meeting not include OOW or the broader CPG group.

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

Theo Notaras Multicultural Centre, Level 2, North Building, 180 London Circuit, Canberra ACT 2601 |

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

Winter, Jancye

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

Nic

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

Cheers Michelle

Michelle Bamford | Senior Policy Officer

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

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



IMPORTANT NOTICE

The information contained in this email and any attachments is for the intended recipient only. It may contain material of a confidential nature relating to the operations of the Community Services Directorate, or its clients, contractors or stakeholders. Information of this nature may be subject to the provisions of the Privacy Act 1988, Public Sector Management Act 1994, Health Records (Privacy and Access) Act 1997, Children and Young People Act 2008, Housing Assistance Act 1987 and/or the Crimes Act 1900. Any person who inappropriately discloses this information may be subject to disciplinary/criminal proceedings under any of these Acts. If you have received this email in error, please notify the sender and then delete this transmission and any attachments.

From: Bamford, Michelle
Sent: Friday, 8 November 2013 12:27 PM
To: Manikis, Nic
Subject: M 13 - 2094 Kate Lundy Correspondence - WIRC

Nic

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

Cheers Michelle

Michelle Bamford | Senior Policy Officer

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

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



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may be subject to the provisions of the Privacy Act 1988, Public Sector Management Act 1994, Health Records (Privacy and Access) Act 1997, Children and Young People Act 2008, Housing Assistance Act 1987 and/or the Crimes Act 1900. Any person who inappropriately discloses this information may be subject to disciplinary/criminal proceedings under any of these Acts. If you have received this email in error, please notify the sender and then delete this transmission and any attachments.



Joy Burch MLA

MINISTER FOR EDUCATION AND TRAINING
MINISTER FOR DISABILITY, CHILDREN AND YOUNG PEOPLE
MINISTER FOR THE ARTS
MINISTER FOR WOMEN
MINISTER FOR MULTICULTURAL AFFAIRS
MINISTER FOR RACING AND GAMING

MEMBER FOR BRINDABELLA

Senator Kate Lundy
Senator for the Australian Capital Territory
Law Society Building
11 London Circuit
CANBERRA ACT 2601

Dear Senator Lundy

Thank you for your letter received on 31 October 2013, about the changes to information and referral services for women in the ACT.

The ACT Government continues to be strongly committed to providing quality and accessible information and referral services to vulnerable women in the ACT. The services and programs previously provided by the Centre are not closing nor are they being reduced. The full suite of services previously provided by the Centre will be, where possible, further enhanced and delivered in other ways.

As you know, the Centre has been operating for 35 years from a central location in Canberra. You would appreciate that over time the city has grown with large numbers of vulnerable women residing in outer suburbs, away from the city centre.

The recently announced changes to the way information and referral services are to be delivered aim to improve accessibility for vulnerable women by providing the full suite of previously provided services at numerous locations around the ACT.

It is also important to note, that the ACT Women's Return to Work Grants, that assist women to take up employment after periods out of the workforce will continue and will be even more accessible in different locations in the north and south of Canberra. Over 700 ACT women have benefitted from this initiative and I remain committed to ensuring that this assistance continues to be provided to women so that they can achieve their full potential.

The calendar of *'What's on for Women in the ACT'*, internet access and training through the Broadband for Seniors Program, partnerships to deliver

ACT LEGISLATIVE ASSEMBLY

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

Phone (02) 6205 0020 Fax (02) 6205 0495

Email BURCH@act.gov.au Twitter: @JoyBurchMLA Facebook: www.facebook.com/joyburchmla

100
CANBERRA

support programs; and the lending library will all continue to be provided following will all continue to be provided following the expiry of the lease of the London Circuit premises.

The ACT Government remains committed to providing quality, easily accessible and appropriate services to women in the ACT.

Thank you again for your interest in this matter.

Yours sincerely

Joy Burch MLA
Minister for Women

November 2013

Winter, Jancye

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

Thanks Nic

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

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

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

Cheers Fiona

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



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

Fiona

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

Jackie will make a time soon.

Cheers

nic

From: Baker, Fiona
Sent: Monday, 11 November 2013 4:59 PM

To: Manikis, Nic,
Cc: Winter, Jancye; Dallen, Carleigh; Bamford, Michelle; Clinch, Jolene
Subject: OFW - WIRC changes

Hello Nic

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

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

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

Cheers Fiona

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



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

Fiona/Michelle

For your comments please.

Cheers

nic

Winter, Jancye

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

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

Regards

Jackie

Dear Jackie

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

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

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

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

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

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

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

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

Kind regards

Dr Fiona Webster
Chair
Ministerial Advisory Council on Women

Jackie Mbonzi | Executive Assistant to Director
 Phone 02 6207 0555 | Fax 02 6207 5862
 Community Participation Group | Community Services Directorate | ACT Government

Theo Notaras Multicultural Centre, Level 2, North Building, 180 London Circuit, Canberra ACT 2601|
GPO Box 158, Canberra ACT 2601 | www.act.gov.au

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Winter, Jancye

From: Winter, Jancye
Sent: Friday, 18 October 2013 4:47 PM
To: Manikis, Nic
Subject: FW: [ACTWomen] Closure of Women's Information and Referral Centre: action needed

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

From: Fieldhouse, Anna
Sent: Friday, 18 October 2013 9:25 AM
To: Winter, Jancye
Subject: [ACTWomen] Closure of Women's Information and Referral Centre: action needed

FYI

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

From: owner-ausfem-polnet@postoffice.utas.edu.au [mailto:owner-ausfem-polnet@postoffice.utas.edu.au] On Behalf Of 41
Sent: Thursday, 17 October 2013 7:44 PM
To: ausfem-polnet@postoffice.utas.edu.au
Subject: Re: ausfem-polnet FW: [ACTWomen] Closure of Women's Information and Referral Centre: action needed

exactly which 'others' are taking over the functions pls?
-perhaps this info could well inform any action ?
susanne

On 17/10/2013, at 6:05 PM, Christina 41

> Forwarded below by request
>
> Please support our Canberra campaign to keep this really valued
> service open.
>
> Cheers
>
>
> Christina 41
>
> Working together as equals
>
> Twitter: 41 41
>

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

> **From:** actwomen-bounces@lists.vicnet.net.au
> [mailto:actwomen-bounces@lists.vicnet.net.au] On Behalf Of 41
> 41
> **Sent:** Thursday, 17 October 2013 11:39 AM
> **To:** actwomen@lists.vicnet.net.au
> **Subject:** [ACTWomen] Closure of Women's Information and Referral Centre:
> action needed

> Hi everyone,

>
> On the front page of Canberra Times this morning there's an
> announcement by Minister Joy Burch that the Women's Information and
> Referral Centre in the ACT will close at the end of this month.

>
 > <http://m.canberratimes.com.au/act-news/womens-resource-centre-to-close>
 > -20131
 > 016-2vn84.html
 >
 > This centre has operated since 1978 and has supported countless women
 > to overcome problems and barriers in their lives. It has contributed
 > to many positive changes in policy and culture for women. We need to
 > oppose the move to abolish it.
 >
 > Like the other women's information centres it has always had a
 > feminist philosophy of listening to women rather than trying to
 > immediately pigeonhole our issues in terms of the prevailing medical
 > and community services.
 >
 > As 41 has said, it's not just the loss of a focal point for
 > women's services but also the loss of the goal that has been there
 > since
 > 1978 to model the democratic provision of services.
 >
 > Minister Burch (or rather her spokesman) claims that WIRC's functions
 > will be incorporated in other services and agencies, and that this
 > will somehow lead to better access. Yet all evidence on the closure of
 > women-specific services and policy agencies shows that this kind of "mainstreaming"
 > actually dilutes and erodes the capacity for positive change for women.
 >
 > I'll be writing emails and letters, calling etc. But I would love it
 > if we could do something more, together, to stop the closure of WIRC.
 >
 > Thanks,
 > - Merri Andrew

41-

>
 > _____
 > ACTWomen mailing list
 > ACTWomen@lists.vicnet.net.au
 > <http://lists.vicnet.net.au/cgi-bin/mailman/listinfo/actwomen>
 >
 > ----
 > Send mail to this list at ausfem-polnet@postoffice.utas.edu.au
 > Admin requests (subscribe, help etc) to
 > Majordomo@postoffice.utas.edu.au Other requests/comments to
 > owner-ausfem-polnet@postoffice.utas.edu.au

 Send mail to this list at ausfem-polnet@postoffice.utas.edu.au
 Admin requests (subscribe, help etc) to Majordomo@postoffice.utas.edu.au Other
 requests/comments to owner-ausfem-polnet@postoffice.utas.edu.au

Winter, Jancye

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

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

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?**

Winter, Jancye

From: Winter, Jancye
Sent: Monday, 14 October 2013 3:45 PM
To: Whitten, Meredith
Cc: Fitzgerald, Fran; Martinez, Catherine
Subject: Backgrounder WIRC
Attachments: Backgrounder WIRC.docx

Approved by Nic Manikis.

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
Theo Notaras Multicultural Centre, Level 2, North Building, 180 London Circuit, Canberra ACT 2601 |
GPO Box 158, Canberra ACT 2601 | www.act.gov.au

BACKGROUNDER
MINISTER FOR WOMEN
14 October 2013

ISSUE: Women's Information and Referral Centre

- There is an emerging need to change the Womens Information and Referral Centre (WiRC) model that has been in place since the establishment of the Centre 35 years ago. We need to ensure that women have support they need when and where they need it.
- This change is about reducing duplication in services while providing better outreach so that women have better access to our programs and services. This will be achieved in part by moving from a model where WiRC and its programs were based in one location to one where these services are based in the community.
- The suite of offerings we have in this area remains strong and their effectiveness will be enhanced through the increased outreach under the new model. This is being achieved while remaining true to the ACT Government's aim of fiscal responsibility.
- These changes will also see savings in administrative costs and a portion of these savings will be reinvested into the community sector.
- Online services means that women are sourcing information in other ways (either as a self service or through assistance services such as libraries, Canberra Connect, Citizen's Advice).
- There will not be any job losses through this change. The process of moving to the new approach will involve consultations with staff affected by this change. The broader Office for Women will remain and continue to deliver strategic advice.

BACKGROUND INFORMATION

Women's Information and Referral Centre provides an information and referral service.

Current WiRC services include:

- 9
- online directory of women's services and a calendar of what's on for Women in the ACT. See Women ACT website at www.women.act.gov.au;
 - The ACT Women's Return to Work Grants Program provides women returning to the paid workforce with financial assistance of up to \$1,000 personal and professional development courses, information sessions and support groups;
 - Internet access and training through the Broadband for Seniors Program;
 - partnerships to deliver support programs; and
 - a lending library.
-
- Our research shows that in 2012-13 there were a total of 12,376 various forms of interaction with staff at the WIRC and of these 8,759, or more than 70%, were via telephone or email.
-
- Some 398 of these interactions were face-to-face visits and our aim is to increase these by moving our services into an increased range of areas.

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

Winter, Jancye

From: Manikis, Nic
Sent: Thursday, 3 October 2013 9:58 AM
To: Whitten, Meredith
Cc: Fitzgerald, Fran; Martinez, Catherine; Winter, Jancye
Subject: Chief Minister Talkback Template
Attachments: Chief Minister Talkback Template.doc

Meredith

CM Talkback brief for your clearance.

Thank you

nic

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Chief Ministers Talkback Brief

CSD xx: Improving Services for Women in the ACT

4 October 2013

Minister responsible:	Directorate:	Contact Officer:
Joy Burch	Community Services	Meredith Whitten 62079031

KEY POINTS

- There is an emerging need to change the Womens Information and Referral Centre (WiRC) model that has been in place since the establishment of the Centre 35 years ago. We need to ensure that women have support they need when and where they need it.
 - This change is about reducing duplication in services while providing better outreach so that women have better access to our programs and services. This will be achieved in part by moving from a model where WiRC and its programs were based in one location to one where these services are based in the community.
 - The suite of offerings we have in this area remains strong and their effectiveness will be enhanced through the increased outreach under the new model. This is being achieved while remaining true to the ACT Government's aim of fiscal responsibility.
 - These changes will also see savings in administrative costs and a portion of these savings will be reinvested into the community sector.
 - Online services means that women are sourcing information in other ways (either as a self service or through assistance services such as libraries, Canberra Connect, Citizen's Advice).
 - There will not be any job losses through this change. The process of moving to the new approach will involve consultations with staff affected by this change. The broader Office for Women will remain and continue to deliver strategic advice.
-

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Chief Ministers Talkback Brief

CSD xx: Improving Services for Women in the ACT

BACKGROUND INFORMATION

Women's Information and Referral Centre provides an information and referral service.

Current WiRC services include:

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

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

Our research shows that in 2012-13 there were a total of 12,376 various forms of interaction with staff at the WiRC and of these 8,759, or more than 70%, were via telephone or email.

Some 398 of these interactions were face-to-face visits and our aim is to increase these by moving our services into an increased range of areas.

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Winter, Jancye

From: Petrova, Biljana
Sent: Thursday, 3 October 2013 12:16 PM
To: Manikis, Nic
Cc: Winter, Jancye
Attachments: WIRC Projected Expenditure-June 2014.doc

Hi Nic,

Please find attached expenditure on courses, support groups, information sessions and What's on for Women publication until the end of June 2014.

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.

Let me know if you require any further information. All invoices for program delivery for Term 3 should have been received by FAB by now. If you would like me to I can confirm this by tomorrow.

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

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