

## Freedom of Information Request – [REDACTED]

## Documents – Schedule 5 - David Matthews

| Folio no | Date                 | Document                                         | Status          | Reason for Exemption |
|----------|----------------------|--------------------------------------------------|-----------------|----------------------|
| 1-2      | 9/10/2013            | Email with WiRC all staff notice attachment      | Full release    |                      |
| 3-4      | 16/10/2013           | Email – WiRC response                            | Full release    |                      |
| 5        | 18/10/2013           | Email – Battle to keep centre for women in Civic | Full release    |                      |
| 6        | 18/10/2013           | Email – Battle to keep centre for women in Civic | Partial release | FOI Act, s41         |
| 7        | 18/10/2013           | Email - Chief minister's talkback: WiRC          | Full release    |                      |
| 8        | 18/10/2013           | Email - Chief minister's talkback: WiRC          | Full release    |                      |
| 9        | 18/10/2013           | Email - Chief minister's talkback: WiRC          | Full release    |                      |
| 10-12    | Oct 2013             | QTB – WiRC                                       | Full release    |                      |
| 13-14    | 18/10/2013           | Chief Minister's Talkback Brief                  | Full release    |                      |
| 15-18    | 17/10-<br>18/10/2013 | Chain email                                      | Full release    |                      |
| 19-27    | 18/10/2013           | Email and Transcript – 666 ABC Canberra          | Partial release | FOI Act, s41         |
| 28-31    | 18/10/2013           | Email and talking points                         | Full release    |                      |
| 32-33    | 19/11/2013           | Email                                            | Not released    | Outside of scope     |
| 34-35    | 19/11/2013           | Email – CT questions                             | Full release    |                      |
| 36-38    | 19/11/2013           | Email – CT questions                             | Full release    |                      |
| 39       | 19/11/2013           | Email – CT response                              | Full release    |                      |
| 40-42    | 20/11/2013           | Email WiRC statement                             | Full release    |                      |

| Folio no | Date       | Document                                                | Status          | Reason for Exemption             |
|----------|------------|---------------------------------------------------------|-----------------|----------------------------------|
| 43-45    | 20/11/2013 | Email WiRC statement                                    | Full release    |                                  |
| 46       | 22/11/2013 | Email – Women’s and WiRC internet and directory         | Full release    |                                  |
| 47-48    | 22/11/2013 | Email – Women’s and WiRC internet and directory         | Full release    |                                  |
| 49-50    | 22/11/2013 | Email – WiRC                                            | Partial Release | FOI Act, s41                     |
| 51       | 22/11/2013 | Email – WiRC petition                                   | Full release    |                                  |
| 52       | 25/11/2013 | Email – new QTB                                         | Full release    |                                  |
| 53       | 25/11/2013 | Email – women’s infolink                                | Full release    |                                  |
| 54-58    | 25/11/2013 | Email                                                   | Not Released    | FOI Act, s36                     |
| 59       | 26/11/2013 | Email – letter to editor                                | Full release    |                                  |
| 60-66    | 26/11/2013 | Email - QTB – WiRC and QTB – improving women’s services | Full release    |                                  |
| 67-76    | 26/11/2013 | Email - QTB – WiRC and QTB – improving women’s services | Full release    |                                  |
| 77       | 26/11/2013 | Email – letter to editor                                | Full release    |                                  |
| 78-86    | 26/11/2013 | Email - QTB – WiRC and QTB – improving women’s services | Partial release | Duplicate: Refer to Folios 67-74 |
| 87-87a   | 26/11/2013 | Email                                                   | Full release    |                                  |
| 88-96    | 26/11/2013 | Email QTBS                                              | Partial release | Duplicate: Refer to Folios 67-74 |
| 97-98    | 27/11/2013 | Email – projected expenditure                           | Full release    |                                  |
| 99-102   | 27/11/2013 | Email – projected expenditure                           | Partial release | Duplicate: Refer to Folio 97     |
| 103-107  | 28/11/2013 | Email – CSD 22 – draft attachment                       | Full release    |                                  |

| Folio no | Date       | Document                                | Status          | Reason for Exemption                 |
|----------|------------|-----------------------------------------|-----------------|--------------------------------------|
| 108-110  | 28/11/2013 | Email – QAs                             | Full release    |                                      |
| 111-113  | 28/11/2013 | Email – QAs                             | Not released    | Duplicate: Refer to folios 108-110   |
| 114-115  | 29/11/2013 | Email - WiRC                            | Full release    |                                      |
| 116-118  | 29/11/2013 | Email - WiRC                            | Full release    |                                      |
| 119      | 29/11/2013 | Email – redesign ideas                  | Full release    |                                      |
| 120      | 1/12/2013  | Email- QAs                              | Full release    |                                      |
| 121      | 1/12/2013  | Email- QAs                              | Full Release    |                                      |
| 122-124  | 15/11/2013 | Chief Minister Talkback                 | Full Release    |                                      |
| 125-127  | 1/12/2013  | Email – improving services              | Full Release    |                                      |
| 128      | 2/12/2013  | Email – WIRC closure message            | Full release    |                                      |
| 129-131  | 2/12/2013  | Email – Wirc 8 questions                | Full Release    |                                      |
| 132-137  | 2/12/2013  | Email – Wirc 8 questions                | Partial release | Some information is outside of scope |
| 138-139  | 2/12/2013  | Email – closure message                 | Full Release    |                                      |
| 140      | 3/12/2013  | Email – Protest scheduled for Thursday  | Full release    |                                      |
| 141-143  | 3/12/2013  | Email – WiRC service redesign questions | Full release    |                                      |
| 144-148  | 3/12/2013  | Email – WiRC Q&A and CM talkback        | Partial release | Duplicate: Refer to Folios 122-124   |
| 149      | 3/12/2013  | Email – funtion for WiRC                | Full release    |                                      |
| 150      | 3/12/2013  | Email – funtion for WiRC                | Full release    |                                      |
| 151      | 3/12/2013  | Email – discussion with Sue Salthouse   | Full release    |                                      |
| 152-157  | 3/12/2013  | Email – wirc 8 questions                | Partial release | FOI Act, s41                         |

| Folio no | Date       | Document                                        | Status       | Reason for Exemption |
|----------|------------|-------------------------------------------------|--------------|----------------------|
| 158      | 3/12/2013  | Email – WiRC project                            | Full release |                      |
| 159-176  | 3/12/2013  | Email – WiRC project                            | Full release |                      |
| 177      | 3/12/2013  | Email – WiRC project – annotated                | Full release |                      |
| 178      | 3/12/2013  | Email – WiRC project                            | Full release |                      |
| 179-181  | 4/12/2013  | Email – Wirc media release and Q&A              | Full release |                      |
| 182      | 4/12/2013  | Email – WiRC media Release and Q&A              | Full release |                      |
| 183-185  | 4/12/2013  | Email – WiRC media Release and Q&A              | Full release |                      |
| 186-188  | 5/12/2013  | Email – WiRC media Release and Q&A              | Full release |                      |
| 189-190  | 4/12/2013  | Email – WiRC media Release and Q&A              | Full release |                      |
| 191-192  | 4/12/2013  | Email – WiRC media Release and Q&A              | Full release |                      |
| 193-194  | 5/12/2013  | Email – Media Release                           | Full release |                      |
| 195-196  | 6/12/2013  | Email – first go at WIRC                        | Full release |                      |
| 197-199  | 9/12/2013  | Email – first go at WIRC                        | Full release |                      |
| 200-202  | 9/12/2013  | Email – first go at WIRC                        | Full release |                      |
| 203-205  | 9/12/2013  | Email – first go at WIRC                        | Full release |                      |
| 206-208  | 9/12/2013  | Email – first go at WIRC                        | Full release |                      |
| 209a-211 | 9/12/2013  | Email – first go at WIRC                        | Full release |                      |
| 212-215  | 9/12/2013  | Email – first go at WIRC                        | Full release |                      |
| 216      | 9/12/2013  | Email – Women’s and WIRC internet and directory | Full release |                      |
| 217      | 10/12/2013 | Email – first go at WIRC                        | Full release |                      |
| 218      | 10/12/2013 | Email – first go at WIRC                        | Full release |                      |

| Folio no | Date          | Document                                | Status       | Reason for Exemption                            |
|----------|---------------|-----------------------------------------|--------------|-------------------------------------------------|
| 219-219a | 10/12/2013    | Email – first go at WiRC                | Full release |                                                 |
| 220-221  | 10/12/2013    | Email – first go at WiRC                | Full release |                                                 |
| 222-222a | 10/12/2013    | Email – first go at WiRC                | Full release |                                                 |
| 223-224  | 10/12/2013    | Email – first go at WiRC                | Full release |                                                 |
| 225      | 11/12/2013    | Email – CSD message to staff on WiRC    | Full release |                                                 |
| 226      | 11/12/2013    | Email – CSD message to staff on WiRC    | Full release |                                                 |
| 227      | 11/12/2013    | Email – CSD message to staff on WiRC    | Full release |                                                 |
| 228-242  | December 2013 | Draft WiRC Services Position Paper      | Not released | Duplicate: Refer to Schedule 12, folios 112-127 |
| 243      | 11/12/2013    | Draft WiRC Services Position paper      | Full release |                                                 |
| 244-258  | December 2013 | WiRC Services Position Paper            | Not released | Duplicate: Refer to Schedule 12, 112-127        |
| 259      | 11/12/2013    | Draft WiRC Position paper               | Full release |                                                 |
| 260      | 11/12/2013    | Stats – WiRC Position paper             | Full release |                                                 |
| 261      | 11/12/2013    | Stats – WiRC Position paper             | Full release |                                                 |
| 262      | 12/12/2013    | Stats – WiRC Position paper             | Full release |                                                 |
| 263      | 12/12/2013    | Email - Security guard in Theo Notaris  | Not released | Outside of scope                                |
| 264-265  | 12/12/2013    | Draft CSD message to staff on WiRC      | Full release |                                                 |
| 266-279  | 14 pages      | Draft track changes WiRC Position paper | Full release |                                                 |
| 280      | 12/12/2103    | Email - WiRC postion paper with comment | Full release |                                                 |
| 281-294  | 14 pages      | Draft track changes WiRC Position paper | Not released | Duplicate: refer to folios 266-279              |

| Folio no | Date       | Document                                     | Status       | Reason for Exemption                           |
|----------|------------|----------------------------------------------|--------------|------------------------------------------------|
| 295      | 12/12/2103 | Email - WiRC postion paper with comment      | Full release |                                                |
| 296-309  | 14 pages   | Draft track changes WiRC Position paper      | Not released | Duplicate: refer to folios 266-279             |
| 310      | 12/12/2103 | Email - WiRC postion paper with comment      | Full release |                                                |
| 311-311a | 12/12/2013 | Email WiRC position paper                    | Full release |                                                |
| 312      | 12/12/2013 | Email WiRC move to Theo Notaris Building     | Not released | Outside of Scope                               |
| 313-326  | 12/12/2013 | Final WiRC Services Position Paper           | Not released | Duplicate: refer to Schedule 12, folio 132-147 |
| 327      | 12/12/2013 | Email – WiRC Position paper with comment doc | Full release |                                                |
| 328-329  | 12/12/2013 | Email WiRC move to Theo Notaris Building     | Not released | Outside of Scope                               |
| 330-343  | 12/12/2013 | Final WiRC Services Position Paper           | Not released | Duplicate: refer to Schedule 12, folio 132-147 |
| 344      | 12/12/2013 | Email – WiRC Position paper with comment doc | Full release |                                                |
| 345-345a | 12/12/2013 | Email WiRC move to Theo Notaris Building     | Not released | Outside of Scope                               |
| 346      | 13/12/2013 | Email – WiRC Position paper with comment doc | Full release |                                                |
| 347-348  | 13/12/2013 | Email – WiRC Position paper with comment doc | Full release |                                                |
| 349      | 13/12/2013 | Email – WiRC position paper                  | Full release |                                                |
| 350      | 13/12/2013 | Email – WiRC position paper                  | Full release |                                                |
| 351-353  | 13/12/2013 | Email – Celebrating WiRC                     | Not released | Outside of scope                               |
| 354      | 13/12/2013 | Email – Celebrating WiRC                     | Not released | Outside of scope                               |

| Folio no | Date       | Document                                                   | Status          | Reason for Exemption                            |
|----------|------------|------------------------------------------------------------|-----------------|-------------------------------------------------|
| 355-368  | 13/12/2013 | Final WiRC Services Position Paper                         | Not released    | Copy: refer to Schedule 12, folio 132-145       |
| 369      | 13/12/2013 | Email – Final WiRC Services Position Paper                 | Full release    |                                                 |
| 370      | 13/12/2013 | Email – Final WiRC Services Position Paper                 | Partial release | FOI Act, s41                                    |
| 371      | 13/12/2013 | Women’s information                                        | Full release    |                                                 |
| 372      | 13/12/2013 | Women’s information                                        | Full release    |                                                 |
| 373      | 16/12/2013 | Update on women’s information                              | Not released    | Outside of scope                                |
| 374-387  | 16/12/2013 | Final WiRC Services Position Paper                         | Not released    | Duplicate: refer to Schedule 12, folio 132-145  |
| 388      | 16/12/2013 | Email – Final WiRC Services Position Paper                 | Full release    |                                                 |
| 389-390  | 16/12/2013 | Email – WiRC Position Paper                                | Full release    |                                                 |
| 391-392a | 17/12/2013 | Email – WiRC Position Paper                                | Full release    |                                                 |
| 393-393a | 17/12/2013 | Email - Trauma recovery Centre monthly update for November | Full release    |                                                 |
| 394-395  | 17/12/2013 | Email – WiRC Position Paper                                | Full release    |                                                 |
| 396-397  | 17/12/2013 | Email – Ground floor – 13 London circuit                   | Full release    |                                                 |
| 398-420  | 17/12/2013 | Multiple unsigned letters to stakeholders                  | Not released    | Duplicate: Refer to Schedule 12, folios 159-183 |
| 421      | 17/12/2013 | Email - Letters to accompany the position paper            | Full release    |                                                 |
| 422      | 17/12/2013 | Email - Letters to accompany the position paper            | Full release    |                                                 |
| 423      | 17/12/2013 | Email - Letters to accompany the position paper            | Full release    |                                                 |

| Folio no | Date       | Document                                        | Status          | Reason for Exemption                             |
|----------|------------|-------------------------------------------------|-----------------|--------------------------------------------------|
| 424-425  | 17/12/2013 | Email – Ground floor – 13 London circuit        | Full release    |                                                  |
| 426-426a | 18/12/2013 | Email - Letters to accompany the position paper | Partial release | Refer to Folder Two for Signed copies of letters |
| 427-432  | 19/12/2013 | Email and media releases                        | Not released    | Outside of scope                                 |
| 433-435  | 19/12/2013 | Email and media releases                        | Not released    | Outside of scope                                 |
| 436-438  | 19/12/2013 | Email and media releases                        | Not released    | Outside of scope                                 |
| 439- 441 | 19/12/2013 | Email and media releases                        | Not released    | Outside of scope                                 |
| 442      | 20/12/213  | Email – CM letters to WIRC                      | Full release    |                                                  |
| 443-444  | 7/1/2014   | Email – Gateway services                        | Not released    | Outside of scope                                 |
| 445      | 7/1/2014   | Email – Gateway                                 | Not released    | Outside of scope                                 |

**Matthews, David**

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**From:** Beer, Kylie  
**Sent:** Friday, 20 December 2013 12:41 PM  
**To:** Chapman, Sue; Matthews, David; Clissold, Matthew; Manikis, Nic; Chester, Tracy; Harris, Marilyn; Beaton, Richard  
**Cc:** Schembri, Karen; Balaretnaraja, Ash  
**Subject:** CM letters to WIRC

Hi all

I have spoken to the CM EO, she advised to prepare individual responses only where required. Given that the CM in tray is now closed, her advice was to prepare the letters to come from the Acting CM (Andrew Barr), to be sent at the earliest possible time in January 2014 (week starting 6 Jan).

Thanks, I am off to lunch with Minister Burch and staff, I will be back, but then off to pick up kids at about 2:45.

Have a good Christmas everyone, see you all on my return on 7 Jan.

Cheers

Kylie

Kylie Beer | Directorate Liaison Officer |  
Community Services Directorate | **ACT Government**  
Office of Minister Burch | Office of Minister Barr  
Phone: **02 6205 0175** |  
Level 2, Legislative Assembly Building | Canberra City | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)



I acknowledge the Ngunnawal people as the traditional Aboriginal owners of country throughout the ACT and surrounding NSW. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

**Matthews, David**

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**From:** Dutt, Kanchan  
**Sent:** Wednesday, 18 December 2013 7:17 AM  
**To:** Matthews, David  
**Cc:** ChikaliWestcott, Anna; Manikis, Nic  
**Subject:** Re: Letters -To Accompany 2014 Women's Informatin and Referral Centre postion Paper

Hello all,

No major changes to suggest. Think there needs to be an apostrophe in 'Women's' and we could add the web address for the position paper.

Cheers,  
 Kanchan

> On 17 Dec 2013, at 8:51 pm, "Matthews, David" <[David.Matthews@act.gov.au](mailto:David.Matthews@act.gov.au)> wrote:

>

> Kanchan, Sue gas asked for the letters to go out and Erin Bennet was aware test we would be distributing the paper to stakeholders.

>

> I'm happy with the content, but open to other comments. Letters/emails should be sent on Wednesday and we can notify the Ministers office via email.

>

> Cheers

>

> David Matthews

>

>> On 17 Dec 2013, at 5:02 pm, "Dutt, Kanchan" <[Kanchan.Dutt@act.gov.au](mailto:Kanchan.Dutt@act.gov.au)> wrote:

>>

>> Hello Anna,

>> Have Sue and Min's office seen the letters?

>> Cheers,

>> Kanchan

>>

>>> On 17 Dec 2013, at 4:59 pm, "ChikaliWestcott, Anna" <[Anna.ChikaliWestcott@act.gov.au](mailto:Anna.ChikaliWestcott@act.gov.au)> wrote:

>>>

>>> Dear Kanchan

>>>

>>> Attached are copies of the letters to accompany the "WIRC Services Position Paper" dated December 2013. There are twenty five (25) letters in all.

>>>

>>> I will hold off posting the letters until I hear from you just in case there are changes to be included.

>>>

>>> Regards

>>>

>>>

>>>

>>> Anna Chikali-Westcott | Administrative Officer | Community  
 >>> Participation Group | Office of Multicultural Affairs | Phone 02  
 >>> 6207 8708 | Fax 02 6207 5862 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](http://www.act.gov.au)<<http://www.act.gov.au/>>

>>>

>>>

>>>

&gt;&gt;&gt;

&gt;&gt;&gt; &lt;Merged letters 2.doc&gt;

**Matthews, David**

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**From:** Matthews, David  
**Sent:** Tuesday, 17 December 2013 8:46 PM  
**To:** Manikis, Nic  
**Subject:** Fwd: Ground Floor - 13 London Circuit  
**Attachments:** image001.jpg

FYI, I have approved.

David Matthews

Begin forwarded message:

**From:** "Howe, Damien" <Damien.Howe@act.gov.au>  
**Date:** 17 December 2013 3:49:39 pm AEDT  
**To:** "Matthews, David" <David.Matthews@act.gov.au>  
**Subject:** FW: Ground Floor - 13 London Circuit

David,

Please see below emails. ACT Property Group have negotiated a \$150m2 settlement on our behalf for make good of the WIRC at 13 London Cct. This is a total cost of \$29,475.

I have spoken to my staff and they believe this is a fair estimate for the amount for work that would be required for us to make good if we had to carry out the works ourselves to meet the hand back conditions of the lease.

My recommendation is to give ACTPG approval to agree to the \$150m2 settlement.

Can you please let me know if you agree.

Thanks,

Damien.

Damien Howe | Manager - Community Facilities  
Ph: (02) 6207 1202 | Fax: (02) 6207 1403 | Mob: 0402 164 288  
Asset Management Branch | Community Services Directorate | ACT Government |  
Level 3, Nature Conservation House, cnr Emu bank & Benjamin Way, Belconnen |  
Locked Bag 3000, Belconnen ACT 2616 | [www.act.gov.au](http://www.act.gov.au)

---

**From:** Riley, Mike  
**Sent:** Tuesday, 17 December 2013 2:18 PM  
**To:** Howe, Damien  
**Cc:** Bissell, John  
**Subject:** RE: Ground Floor - 13 London Circuit

Damien,

429

I refer to recent correspondence with regard to this sublease termination and negotiation of make good. Are you in a position to agree the make good so that I can formalise and make payment before sublease expiry on 31 January 2014.

Also the Agent has noticed that we have vacated. They would be keen to have permission to access and show perspective new tenants. Are you agreeable to this. They do have a right under the terms of the sublease.

Thanks

Mike

---

**From:** Bissell, John  
**Sent:** Monday, 9 December 2013 4:32 PM  
**To:** Riley, Mike  
**Subject:** FW: Ground Floor - 13 London Circuit

Mike,

As per my previous email, after inspecting the tenancy with Maxine I offered \$100m2 as a financial settlement for make good, we forecast \$180m2 at 30 June 2013, but I tried initially for a less amount realising that a counter offer would eventuate. The counter offer below equates to \$150m2 and is considered reasonable. Can you pls seek Damon's agreement as the funding agency and formalise with Maxine.....John

John Bissell | Senior Manager  
**Phone +61 2 621 30742** | Fax +61 2 6207 5101 | Mobile 0419 200 329  
**Government Accommodation Strategy | Infrastructure and Capital Works | Economic Development Directorate | ACT Government**  
Level 6 TransACT House 470 Northbourne Avenue Dickson ACT 2602 | GPO Box 158 Canberra ACT 2601

---

**From:** O'Mara, Maxine (Australia) [<mailto:Maxine.O'Mara@ap.jll.com>]  
**Sent:** Wednesday, 4 December 2013 8:39 PM  
**To:** Bissell, John  
**Subject:** Ground Floor - 13 London Circuit

John

We have discussed the make good of the above premises with the owners and they are prepared to accept a payment of \$29,475.00 plus GST, in lieu of make good.

We await your response.

Regards

**Maxine O'Mara**  
Senior Property Manager, Property & Asset Management  
t: +61 2 6274 9823 | m: 0400 315 561  
[maxine.o'mara@ap.jll.com](mailto:maxine.o'mara@ap.jll.com)

[www.joneslanglasalle.com.au](http://www.joneslanglasalle.com.au)

**Matthews, David**

---

**From:** ChikaliWestcott, Anna  
**Sent:** Tuesday, 17 December 2013 5:11 PM  
**To:** Dutt, Kanchan  
**Cc:** Matthews, David; Manikis, Nic  
**Subject:** RE: Letters -To Accompany 2014 Women's Informatin and Referral Centre postion Paper

Hi Kanchan

The letters have not been seen by Sue or the Minister's Office as yet. I understand Nic's wish is for you to have a look first.

Regards

Anna Chikali-Westcott | Administrative Officer | Community Participation Group | Office of Multicultural Affairs |  
 Phone 02 6207 8708 | Fax 02 6207 5862 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](http://www.act.gov.au)

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

**From:** Dutt, Kanchan  
**Sent:** Tuesday, 17 December 2013 5:02 PM  
**To:** ChikaliWestcott, Anna  
**Cc:** Matthews, David; Manikis, Nic  
**Subject:** Re: Letters -To Accompany 2014 Women's Informatin and Referral Centre postion Paper

Hello Anna,  
 Have Sue and Min's office seen the letters?  
 Cheers,  
 Kanchan

> On 17 Dec 2013, at 4:59 pm, "ChikaliWestcott, Anna" <[Anna.ChikaliWestcott@act.gov.au](mailto:Anna.ChikaliWestcott@act.gov.au)> wrote:  
 >  
 > Dear Kanchan  
 >  
 > Attached are copies of the letters to accompany the "WIRC Services Position Paper" dated December 2013. There  
 > are twenty five (25) letters in all.  
 >  
 > I will hold off posting the letters until I hear from you just in case there are changes to be included.  
 >  
 > Regards  
 >  
 >  
 >  
 > Anna Chikali-Westcott | Administrative Officer | Community  
 > Participation Group | Office of Multicultural Affairs | Phone 02 6207  
 > 8708 | Fax 02 6207 5862 Community Services Directorate | ACT  
 > Government Theo Notaras Multicultural Centre, Level 2, North  
 > Building, 180 London Circuit, Canberra ACT 2601 | GPO Box 158, Canberra

**Matthews, David**

---

**From:** Dutt, Kanchan  
**Sent:** Tuesday, 17 December 2013 5:02 PM  
**To:** ChikaliWestcott, Anna  
**Cc:** Matthews, David; Manikis, Nic  
**Subject:** Re: Letters -To Accompany 2014 Women's Informatin and Referral Centre postion Paper

Hello Anna,  
 Have Sue and Min's office seen the letters?  
 Cheers,  
 Kanchan

> On 17 Dec 2013, at 4:59 pm, "ChikaliWestcott, Anna" <[Anna.ChikaliWestcott@act.gov.au](mailto:Anna.ChikaliWestcott@act.gov.au)> wrote:  
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 > Dear Kanchan  
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 > Attached are copies of the letters to accompany the "WIRC Services Position Paper" dated December 2013. There  
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 > Anna Chikali-Westcott | Administrative Officer | Community  
 > Participation Group | Office of Multicultural Affairs | Phone 02 6207  
 > 8708 | Fax 02 6207 5862 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](http://www.act.gov.au)<<http://www.act.gov.au/>>  
 >  
 >  
 >  
 >  
 > <Merged letters 2.doc>

**Matthews, David**

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**From:** ChikaliWestcott, Anna  
**Sent:** Tuesday, 17 December 2013 4:59 PM  
**To:** Dutt, Kanchan  
**Cc:** Matthews, David; Manikis, Nic  
**Subject:** Letters -To Accompany 2014 Women's Informatin and Referral Centre postion Paper  
**Attachments:** Merged letters 2.doc

Dear Kanchan

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I will hold off posting the letters until I hear from you just in case there are changes to be included.

Regards

Anna Chikali-Westcott | Administrative Officer |  
**Community Participation Group** | Office of Multicultural Affairs | **Phone 02 6207 8708** | Fax 02 6207 5862  
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](http://www.act.gov.au)

**Matthews, David**

---

**From:** Howe, Damien  
**Sent:** Tuesday, 17 December 2013 3:50 PM  
**To:** Matthews, David  
**Subject:** FW: Ground Floor - 13 London Circuit

David,

Please see below emails. ACT Property Group have negotiated a \$150m2 settlement on our behalf for make good of the WIRC at 13 London Cct. This is a total cost of \$29,475.

I have spoken to my staff and they believe this is a fair estimate for the amount for work that would be required for us to make good if we had to carry out the works ourselves to meet the hand back conditions of the lease.

My recommendation is to give ACTPG approval to agree to the \$150m2 settlement.

Can you please let me know if you agree.

Thanks,

Damien.

Damien Howe | Manager - Community Facilities  
 Ph: (02) 6207 1202 | Fax: (02) 6207 1403 | Mob: 0402 164 288  
 Asset Management Branch | Community Services Directorate | ACT Government |  
 Level 3, Nature Conservation House, cnr Emu bank & Benjamin Way, Belconnen |  
 Locked Bag 3000, Belconnen ACT 2616 | [www.act.gov.au](http://www.act.gov.au)

---

**From:** Riley, Mike  
**Sent:** Tuesday, 17 December 2013 2:18 PM  
**To:** Howe, Damien  
**Cc:** Bissell, John  
**Subject:** RE: Ground Floor - 13 London Circuit

Damien,

I refer to recent correspondence with regard to this sublease termination and negotiation of make good. Are you in a position to agree the make good so that I can formalise and make payment before sublease expiry on 31 January 2014.

Also the Agent has noticed that we have vacated. They would be keen to have permission to access and show perspective new tenants. Are you agreeable to this. They do have a right under the terms of the sublease.

Thanks

Mike

---

**From:** Bissell, John  
**Sent:** Monday, 9 December 2013 4:32 PM

**To:** Riley, Mike  
**Subject:** FW: Ground Floor - 13 London Circuit

Mike,

As per my previous email, after inspecting the tenancy with Maxine I offered \$100m2 as a financial settlement for make good, we forecast \$180m2 at 30 June 2013, but I tried initially for a less amount realising that a counter offer would eventuate. The counter offer below equates to \$150m2 and is considered reasonable. Can you pls seek Damon's agreement as the funding agency and formalise with Maxine.....John

John Bissell | Senior Manager

Phone +61 2 621 30742 | Fax +61 2 6207 5101 | Mobile 0419 200 329

Government Accommodation Strategy | Infrastructure and Capital Works | Economic Development Directorate | ACT Government

Level 6 TransACT House 470 Northbourne Avenue Dickson ACT 2602 | GPO Box 158 Canberra ACT 2601

---

**From:** O'Mara, Maxine (Australia) [mailto:Maxine.O'Mara@ap.jll.com]

**Sent:** Wednesday, 4 December 2013 8:39 PM

**To:** Bissell, John

**Subject:** Ground Floor - 13 London Circuit

John

We have discussed the make good of the above premises with the owners and they are prepared to accept a payment of \$29,475.00 plus GST, in lieu of make good.

We await your response.

Regards

**Maxine O'Mara**

Senior Property Manager, Property & Asset Management

t: +61 2 6274 9823 | m: 0400 315 561

[maxine.o'mara@ap.jll.com](mailto:maxine.o'mara@ap.jll.com)

[www.joneslanglasalle.com.au](http://www.joneslanglasalle.com.au)



**JONES LANG  
LASALLE**

*Real value in a changing world*



*Please consider the environment before printing this email.*

**Matthews, David**

---

**From:** Manikis, Nic  
**Sent:** Tuesday, 17 December 2013 7:50 AM  
**To:** Matthews, David  
**Subject:** Re: WIRC Position Paper with comment doc (2) (2)

Will do today.

Sent from my iPad

On 17 Dec 2013, at 7:45 am, "Matthews, David" <[David.Matthews@act.gov.au](mailto:David.Matthews@act.gov.au)> wrote:

If you have time, main thing is to get out today/tomorrow.

Thanks again Nic.

---

**From:** Manikis, Nic  
**Sent:** Monday, 16 December 2013 8:28 PM  
**To:** Matthews, David  
**Subject:** Re: WIRC Position Paper with comment doc (2) (2)

David  
 I will do this ...does Sue want to sign covering letter?

Cheers  
 Nic

Sent from my iPad

On 16 Dec 2013, at 3:23 pm, "Matthews, David" <[David.Matthews@act.gov.au](mailto:David.Matthews@act.gov.au)> wrote:

Sue asked that we provide a copy of final paper to the women's sector stakeholders you and her met with during this process and thank them for their contribution.

Can you please arrange.

Regards  
 David Matthews

---

**From:** Harris, Marilyn  
**Sent:** Friday, 13 December 2013 3:30 PM  
**To:** Matthews, David  
**Cc:** Elsey, Melissa  
**Subject:** FW: WIRC Position Paper with comment doc (2) (2)

---

**From:** Deki, Tsering  
**Sent:** Thursday, 12 December 2013 4:26 PM  
**To:** Harris, Marilyn  
**Subject:** FW: WIRC Position Paper with comment doc (2) (2)

Hi Marilyn

Here is the updated version. Please could you trim this version and provide an ecopy to David as well.

Thank you.  
Deki

Tsering Deki | Programs Officer  
**Phone 02 6205 3047** | Fax 02 6207 5862  
**Community Participation Group** | Office of Multicultural Affairs | Community Services Directorate | **ACT Government**  
Theo Notaras Multicultural Centre | Level 2 - North Building | 180 London Circuit | Canberra City | GPO Box 158 Canberra ACT 2601 [www.act.gov.au](http://www.act.gov.au)

---

**From:** Manikis, Nic  
**Sent:** Thursday, 12 December 2013 4:24 PM  
**To:** Deki, Tsering  
**Subject:** WIRC Position Paper with comment doc (2) (2)

Deki

Here is the updated.

Thank you.

nic

<WIRC Position Paper with comment doc (2) (2).docx>

**Matthews, David**

---

**From:** Matthews, David  
**Sent:** Tuesday, 17 December 2013 7:47 AM  
**To:** Adams, Rebecca  
**Subject:** RE: Trauma Recovery Centre monthly update for November

Thank you very much for your nice words, I felt privileged to hear people's reflections and stories.

Regards

David Matthews

---

**From:** Adams, Rebecca  
**Sent:** Monday, 16 December 2013 12:29 PM  
**To:** Matthews, David  
**Subject:** RE: Trauma Recovery Centre monthly update for November

Dear David,

I wanted to personally thank you for your respectful and gracious attendance of the WIRC closing party. It was a lovely to have a man so honouring of the space and acknowledging of the journey for women. Warm thanks

Rebecca Adams | Return to Work Coordinator |  
**Phone 02 6205 2885** | Fax 02 6205 1077 |  
**Community Participation Group | Office For Women |**  
**Womens Information |**Community Services Directorate | **ACT Government |**  
 Second Floor London Circuit, North Building , Canberra City 2601 | GPO Box 158, Canberra ACT 2601 |  
[www.act.gov.au](http://www.act.gov.au)

My normal working days are: Monday 9-2, Tuesday 9-2.45, Wednesday 9-5, Thursday 9-2.45.

**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:** Matthews, David  
**Sent:** Monday, 16 December 2013 11:14 AM  
**To:** ##All Staff Community Services Directorate  
**Subject:** Trauma Recovery Centre monthly update for November

Please find attached the Trauma Recovery Centre monthly update for November.

David Matthews  
 Executive Director, Policy and Organisational Services  
 Community Services Directorate | ACT Government

**Matthews, David**

---

**From:** Matthews, David  
**Sent:** Tuesday, 17 December 2013 7:45 AM  
**To:** Manikis, Nic  
**Subject:** RE: WIRC Position Paper with comment doc (2) (2)

If you have time, main thing is to get out today/tomorrow.

Thanks again Nic.

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Can you please arrange.

Regards  
 David Matthews

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**To:** Matthews, David  
**Cc:** Elsey, Melissa  
**Subject:** FW: WIRC Position Paper with comment doc (2) (2)

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Here is the updated version. Please could you trim this version and provide an ecopy to David as well.

Thank you.  
 Deki

392 a)

Level 4, 11 Moore St, Canberra | GPO Box 158, Canberra 2601  
Office: 6207 0931 | Email: [david.matthews@act.gov.au](mailto:david.matthews@act.gov.au)  
[www.act.gov.au](http://www.act.gov.au)

Tsering Deki | Programs Officer

Phone 02 6205 3047 | Fax 02 6207 5862

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

Theo Notaras Multicultural Centre | Level 2 - North Building | 180 London Circuit | Canberra City | GPO

Box 158 Canberra ACT 2601 [www.act.gov.au](http://www.act.gov.au)

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**Sent:** Thursday, 12 December 2013 4:24 PM

**To:** Deki, Tsering

**Subject:** WIRC Position Paper with comment doc (2) (2)

Deki

Here is the updated.

Thank you.

nic

<WIRC Position Paper with comment doc (2) (2).docx>

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**ACT Government**  
 Theo Notaras Multicultural Centre | Level 2 - North Building | 180 London Circuit | Canberra City | GPO  
 Box 158 Canberra ACT 2601 [www.act.gov.au](http://www.act.gov.au)

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Thank you.

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<WIRC Position Paper with comment doc (2) (2).docx>

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 ACT 2601 [www.act.gov.au](http://www.act.gov.au)

---

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**Sent:** Thursday, 12 December 2013 4:24 PM  
**To:** Deki, Tsering  
**Subject:** WIRC Position Paper with comment doc (2) (2)

Deki

Here is the updated.

Thank you.

nic

**Matthews, David**

---

**From:** Chapman, Sue  
**Sent:** Friday, 13 December 2013 5:07 PM  
**To:** ##All Staff Community Services Directorate  
**Subject:** Women's information

Colleagues

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

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

I would also like to thank the staff at WiRC for their commitment and dedication to the Canberra community. I know they will continue in this way in their new roles.

Sue Chapman  
Deputy Director General

**Matthews, David**

---

**From:** Dutt, Kanchan  
**Sent:** Friday, 13 December 2013 5:03 PM  
**To:** Chapman, Sue  
**Cc:** Daw, Lesley; Matthews, David; Manikis, Nic  
**Subject:** Women's information

Colleagues

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

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I would also like to thank the staff at WiRC for their commitment and dedication to the Canberra community. I know they will continue in this way in their new roles.

**Matthews, David**

---

**From:** Bennett, Erin  
**Sent:** Friday, 13 December 2013 4:52 PM  
**To:** Matthews, David  
**Subject:** RE: WIRC Position paper

Hi David, I'm away from the office, would it pls be possible for someone to let me know how the WIRC vigil pans out? My number is 41  
Thanks, Erin

---

**From:** Matthews, David  
**Sent:** Friday 13 December 2013 10:44  
**To:** Bennett, Erin  
**Cc:** Beer, Kylie; Manikis, Nic  
**Subject:** WIRC Position paper

The WIRC Position paper is now on the website and live at  
[http://www.communityservices.act.gov.au/women/womens\\_information/womens-information-and-referral-centre-wirc-position-paper](http://www.communityservices.act.gov.au/women/womens_information/womens-information-and-referral-centre-wirc-position-paper)

Regards

David Matthews  
Executive Director, Policy and Organisational Services Community Services Directorate | ACT Government Level 4,  
11 Moore St, Canberra | GPO Box 158, Canberra 2601  
Office: 6207 0931 | Email: [david.matthews@act.gov.au](mailto:david.matthews@act.gov.au) [www.act.gov.au](http://www.act.gov.au)

**Matthews, David**

---

**From:** Harris, Marilyn  
**Sent:** Friday, 13 December 2013 3:30 PM  
**To:** Matthews, David  
**Cc:** Elsey, Melissa  
**Subject:** FW: WIRC Position Paper with comment doc (2) (2)  
**Attachments:** WIRC Position Paper with comment doc (2) (2).docx

---

**From:** Deki, Tsering  
**Sent:** Thursday, 12 December 2013 4:26 PM  
**To:** Harris, Marilyn  
**Subject:** FW: WIRC Position Paper with comment doc (2) (2)

Hi Marilyn

Here is the updated version. Please could you trim this version and provide an ecopy to David as well.

Thank you.  
 Deki

Tsering Deki | Programs Officer  
**Phone 02 6205 3047** | Fax 02 6207 5862  
**Community Participation Group** | Office of Multicultural Affairs | Community Services Directorate | **ACT Government**  
 Theo Notaras Multicultural Centre | Level 2 - North Building | 180 London Circuit | Canberra City | GPO Box 158 Canberra  
 ACT 2601 [www.act.gov.au](http://www.act.gov.au)

---

**From:** Manikis, Nic  
**Sent:** Thursday, 12 December 2013 4:24 PM  
**To:** Deki, Tsering  
**Subject:** WIRC Position Paper with comment doc (2) (2)

Deki

Here is the updated.

Thank you.

nic

**Matthews, David**

---

**From:** Bennett, Erin  
**Sent:** Friday, 13 December 2013 11:01 AM  
**To:** Matthews, David  
**Subject:** RE: WiRC Position paper

Terrific, thanks David

---

**From:** Matthews, David  
**Sent:** Friday 13 December 2013 10:44  
**To:** Bennett, Erin  
**Cc:** Beer, Kylie; Manikis, Nic  
**Subject:** WiRC Position paper

The WiRC Position paper is now on the website and live at  
[http://www.communityservices.act.gov.au/women/womens\\_information/womens-information-and-referral-centre-wirc-position-paper](http://www.communityservices.act.gov.au/women/womens_information/womens-information-and-referral-centre-wirc-position-paper)

Regards

David Matthews  
Executive Director, Policy and Organisational Services Community Services Directorate | ACT Government Level 4,  
11 Moore St, Canberra | GPO Box 158, Canberra 2601  
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**Matthews, David**

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Regards

David Matthews  
Executive Director, Policy and Organisational Services  
Community Services Directorate | ACT Government  
Level 4, 11 Moore St, Canberra | GPO Box 158, Canberra 2601  
Office: 6207 0931 | Email: [david.matthews@act.gov.au](mailto:david.matthews@act.gov.au)  
[www.act.gov.au](http://www.act.gov.au)

**Matthews, David**

---

**From:** CSD Webmaster  
**Sent:** Friday, 13 December 2013 10:40 AM  
**To:** Dutt, Kanchan  
**Cc:** Daw, Lesley; Matthews, David; Manikis, Nic  
**Subject:** RE: WIRC Position Paper with comment doc (2) (2)

Hi Kanchan

The WIRC Position paper is now on the website and live at  
<http://www.communityservices.act.gov.au/women/womens-information/womens-information-and-referral-centre-wirc-position-paper>

Regards

Bev  
 Beverley Barr | Online Communications Officer Phone 02 6205 0324 | Fax 02 6205 0279 Online Services |  
 Community Services Directorate | ACT Government Level 8 11 Moore Street Canberra City | GPO Box 158 Canberra  
 ACT 2601 | [www.act.gov.au](http://www.act.gov.au) @CSD\_ACT Community Services Directorate

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

**From:** Dutt, Kanchan  
**Sent:** Friday, 13 December 2013 10:13 AM  
**To:** CSD Webmaster  
**Subject:** RE: WIRC Position Paper with comment doc (2) (2)

Hello Bev,  
 Yep, good to go up now.  
 Cheers,  
 Kanchan

---

**From:** CSD Webmaster  
**Sent:** Friday 13 December 2013 10:01  
**To:** Dutt, Kanchan  
**Subject:** RE: WIRC Position Paper with comment doc (2) (2)

Hi  
 No worries, I'll put it up in HTML. Is it approved to go live now?

Bev

**From:** Dutt, Kanchan  
**Sent:** Friday, 13 December 2013 8:51 AM  
**To:** CSD Webmaster  
**Subject:** FW: WIRC Position Paper with comment doc (2) (2)

Hello Bev,  
 This is the WIRC position paper I mentioned yesterday.  
 Min's office asked, via Nic, for it to go up in PDF only and I explained this was not possible but that we may be doing it in html.  
 Cheers,  
 Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

Media and Communications | Community Services Directorate | ACT Government Level 8, 11 Moore St, Canberra City | GPO Box Canberra 158 | [www.communityservices.act.gov.au](http://www.communityservices.act.gov.au) <<http://www.communityservices.act.gov.au>> [icon\_twitter] <[@CSD\\_ACT](https://twitter.com/CSD_ACT)> [fbook] <<http://www.facebook.com/pages/Community-Services-Directorate/206453312698285>> Community Services Directorate <<http://www.facebook.com/pages/Community-Services-Directorate/206453312698285>>

From: Matthews, David

Sent: Thursday, 12 December 2013 5:40 PM

To: Abramovic, Michelle

Cc: Dutt, Kanchan; Manikis, Nic; Daw, Lesley

Subject: FW: WIRC Position Paper with comment doc (2) (2)

Michelle,

This is the final version approved by the Minister's office.

Can you place on the CSD internet site as early as possible on Friday and send me the link once it is live.

Let me know if you need any further information.

Regards

David Matthews

From: Harris, Marilyn

Sent: Thursday, 12 December 2013 4:50 PM

To: Matthews, David

Subject: FW: WIRC Position Paper with comment doc (2) (2)

Hi David

Updated version for your approval.

Thanks

Marilyn

**Matthews, David**

---

**From:** Dutt, Kanchan  
**Sent:** Friday, 13 December 2013 8:50 AM  
**To:** Matthews, David; Abramovic, Michelle  
**Cc:** Manikis, Nic; Daw, Lesley  
**Subject:** RE: WIRC Position Paper with comment doc (2) (2)

Reading through my emails in reverse and have seen this doc.

Michelle is not in so I will ask online to prepare.

Cheers,

Kanchan

Kanchan Dutt | Senior Manager

**T: 02 6205 0282 | M: 0478 301 615**

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

Level 8, 11 Moore St, Canberra City | GPO Box Canberra 158 | [www.communityservices.act.gov.au](http://www.communityservices.act.gov.au)



@CSD\_ACT



Community Services Directorate

---

**From:** Matthews, David  
**Sent:** Thursday, 12 December 2013 5:40 PM  
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Regards

David Matthews

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**Subject:** FW: WIRC Position Paper with comment doc (2) (2)

Hi David

Updated version for your approval.

Thanks

Marilyn

**Matthews, David**

---

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Hi David

Updated version for your approval.

Thanks

Marilyn

**Matthews, David**

---

**From:** Beer, Kylie  
**Sent:** Thursday, 12 December 2013 3:19 PM  
**To:** Matthews, David  
**Cc:** Bennett, Erin  
**Subject:** RE: WIRC Position paper

Hi David

Can you pl let me know when this goes on line as Minister Burch has asked me to forward a copy to Gulia Jones.

Thanks  
Kylie

---

**From:** Matthews, David  
**Sent:** Thursday, 12 December 2013 1:50 PM  
**To:** Beer, Kylie  
**Subject:** FW: WIRC Position paper

FYI

---

**From:** Matthews, David  
**Sent:** Thursday, 12 December 2013 1:47 PM  
**To:** Bennett, Erin  
**Cc:** Manikis, Nic  
**Subject:** FW: WIRC Position paper

Erin,

Thank you for this. I have gone through with Nic and we'll add the material you have asked for.

Nic will give you a call if he has any questions and we'll get back this afternoon.

Regards

David Matthews

---

**From:** Bennett, Erin  
**Sent:** Thursday, 12 December 2013 12:41 PM  
**To:** Matthews, David  
**Cc:** Beer, Kylie  
**Subject:**

Hi David

As discussed, there is a comment in track changes which needs to be looked at.

The Minister has made some significant changes to this paper. The Minister's changes have been made and already accepted in track changes.

Please make sure we see this again after the comment has been addressed and before it goes on the csd site.

Cheers  
Erin

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

ACT Minister for Women | ACT Minister for Education & Training | ACT Minister for Multicultural Affairs | ACT Minister for Disability, Children & Young People | ACT Minister for the Arts | ACT Minister for Gaming and Racing | Member for Brindabella  
P: (02) 620 55420 | F: (02) 620 53165

E: [erin.bennett@act.gov.au](mailto:erin.bennett@act.gov.au)



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

**Matthews, David**

---

**From:** Matthews, David  
**Sent:** Thursday, 12 December 2013 1:50 PM  
**To:** Beer, Kylie  
**Subject:** FW: WIRC Position paper  
**Attachments:** WIRC Position Paper with comment doc.docx

FYI

---

**From:** Matthews, David  
**Sent:** Thursday, 12 December 2013 1:47 PM  
**To:** Bennett, Erin  
**Cc:** Manikis, Nic  
**Subject:** FW: WIRC Position paper

Erin,

Thank you for this. I have gone through with Nic and we'll add the material you have asked for.

Nic will give you a call if he has any questions and we'll get back this afternoon.

Regards

David Matthews

---

**From:** Bennett, Erin  
**Sent:** Thursday, 12 December 2013 12:41 PM  
**To:** Matthews, David  
**Cc:** Beer, Kylie  
**Subject:**

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The Minister has made some significant changes to this paper. The Minister's changes have been made and already accepted in track changes.

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# **WIRC SERVICES POSITION PAPER DECEMBER 2013**

1. Introduction
2. Background
3. Model
4. Future evaluation and reform
5. Table of current and future service provision
6. Consultation and research

## 1 INTRODUCTION

The ACT Government is committed to addressing gender equality issues by funding a range of women specific services and by ensuring mainstream services offer appropriate gender based service responses which are accessible to everyone in the community including those people in the community who are most disadvantaged.

The ACT Government remains committed to ensuring that an information and referral service for women will continue but the location from which this is delivered and for some functions the actual provider will change.

The Women's Information and Referral Centre (WIRC) has been a valued government service for women in the ACT for 35 years and in that time the services offered have evolved in response to demand but the approach to engaging women in the community has remained largely the same. It is reasonable then that this 35 year old approach be re-evaluated taking into account the significant changes to technology, population groups, service delivery models and the geographical layout of Canberra that have occurred in that period.

There are a range of imperatives for making changes to the current WIRC service delivery model. Firstly it is critical that governments ensure their services are delivered in ways that are appropriate to and accessible by those people in the community most in need. Secondly, as the ACT Government has made clear, in the current fiscal environment there is a need to stamp out duplication and deliver services in a more efficient way while minimising the impact on service delivery. Thirdly, it is critical that with the recent reforms of a range of Community Services Directorate (CSD) and other ACT Government services, that all related services are aligned and consistent in their service delivery approach and that they are informed by and operate to and within broader Government policy.

Recent internal CSD changes resulting in the creation of the Community Participation Group provides a timely context for re-evaluating WIRC services and ensuring they align with the policy imperatives of CSD and the ACT Government as a whole.

The reformed model retains those WIRC functions that are appropriate for the ACT Government to provide and the outsourcing of those that are not.

## 2. BACKGROUND

CSD has been reforming its frontline service delivery for many years to ensure services are efficient, are targeted to those in the community most in need and are provided in ways that minimise multiple sites of contact and wherever possible reduce the need to physically attend those sites. This has included the implementation of the Central Access Point (CAP) in Housing ACT, the development of the Child and Family Gateway Service and a range of initiatives to create an integrated service system of support across and between the various areas of CSD and community sector services.

More recently Minister Barr announced the ACT Government will develop a Human Services Blueprint in partnership with the community sector to 'make Canberra's human services system more integrated and cohesive'. While the Blueprint will understandably initially focus on CSD, as the main provider of human services in the ACT, consideration will also be given to the linkages between CSD services and other areas such as health, justice and education.

The draft guiding principles of the Blueprint such as person-centred, outcome focussed, sustainable, flexible and tailored have informed the changes outlined in this paper.

The (WIRC) model was established some 35 years ago to provide information and referral services to women in the ACT community. The service was created at a particular time in history that acknowledged, through the provision of resources, the need for specific services for women, particularly for women escaping domestic violence.

35 years on, there is a need to re-evaluate that model in relation to: whether women still access and need a women only physical location for information and referral; how the changes to the geography and demography of Canberra (away from the City as the only and central hub) are reflected in the model; how the services has adapted to the significant technological changes in that period; the current commitment to targeting of resources to people most in need; and the need to reduce, wherever possible, duplication in services.

WIRC is currently geographically located in the City, in an area that accommodates government offices and more recently a sizeable student population. While the city was, 35 years ago the only central hub for the ACT, there are now five 'hubs' in the ACT. Combined with the fact that 74% of services offered by WIRC are not provided face to face, it is appropriate to question the ongoing costs of maintaining an isolated commercial lease in the city. It is also appropriate to question how the needs of women living closer to the other four hubs in the ACT could better access WIRC services and what synergies could be established with other CSD funded services in those locations.

While WIRC data shows that the provision of current WIRC services is well received by the women who access the service, the services offered are not in the main, accessed by young women, older women, Aboriginal and Torres Strait Islander women or women from diverse cultural backgrounds. It is critical that consideration be given, and changes made, to ensure government funded services are targeted at, and accessible to, those people in the community who are most disadvantaged and for whom assistance the

assistance provided by a government information and referral service is of significant importance.

**NOTE**

The Return to Work Grants Program is not a WIRC service. This will continue as a function of the Office for Women in the Community Participation Group which is moving to Theo Notaras Multicultural Centre.

### 3. MODEL OF SERVICE DELIVERY

#### Information and referral phone line/email

WIRC data (2012-2013) shows that of the total 12,470 contacts with clients, nearly half or 5,787 were via telephone, 3,068 were via email and 330 via post.

Therefore 74% of the services currently provided by WIRC are not provided face to face and are consistent with the core functions of government information and referral service designed to assist women to access the full range of government and community services, from childcare rebates to support groups.

That the provision of information and referral has remained as the core function of WIRC is also reflected in the data on what type of information women sought from WIRC with the highest areas being: WIRC support groups/information sessions (20%), general information (10%) and financial or legal information (10%).

Of the four other States with services similar to WIRC, only one is outsourced to a community provider. The other three services have been retained within government in recognition of the government's role in ensuring accessibility for women to the full range of government and community services.

A review of women's information and referral services conducted by WA in 2013 noted that no "distinct advantages for clients were observed",<sup>1</sup> in relation to whether the services are provided by a Non-Government Organisation or by Government. The Report did however note that the visibility of the service as a distinct service (where it was located with a range of other related government access services), was critical to success.

Therefore the provision of a distinct women's information and referral service will be retained within ACT Government and located with the Community Participation Group within CSD with attention paid to ensuring it remains visible as a distinct service.

**Key point 1.** The information and referral functions previously delivered by WIRC will be retained within ACT Government facilities and anchored in the Community Participation Group of CSD at Theo Notaras Multicultural Centre.

#### Domestic violence Support groups

In 2012-2013 WIRC organised five support groups for women who have experienced domestic violence. Three of the groups were run at the WIRC site in the city, one at the Gunyah Indigenous women's service and one through Northside Community services. All five were facilitated by one of a number of women psychologists who have been providing the service to WIRC for some years. The groups varied from three to eight weekly sessions of three hours.

Between 2000 and 2006, the provision of the support groups was tendered to the community sector. However, a review in 2006 found this outsourcing was not successful

<sup>1</sup> Western Australia Government, *Community Information Evaluation Final Report*, Western Australia, 2013, p.14.

because of the lack of provider expertise on domestic violence. Consequently, this function was brought back into WIRC.

Consultation undertaken around changes to WIRC, with the primary direct support providers, rather than advocacy based groups, shows support for the need to remodel existing WIRC services, particularly in relation to the domestic violence support groups. Most see an expert community agency such as the Domestic Violence Crisis Service (DVCS) as the natural provider of this in the ACT.

In addition, many of the women attending the WIRC support groups were actually referred to WIRC by DVCS and/or were current or previous DVCS clients. This not only reflects the key expert role of DVCS it also suggests a duplication or additional set of referral processes for the women accessing the WIRC support groups.

Bilateral consultations with the direct providers also shows strong support for a move to a more flexible and outreach based approach to the provision of the support groups to enhance access by women in the community most in need, including young women, Indigenous women and women from diverse cultural backgrounds. Suggestions included developing a rotating location and target group focus that could include groups specifically for women currently in domestic violence homelessness services provided at one of the refuges and groups at locations such as Winnunga Nimmityjah or a youth centre.

The women's services' providers also made comment that the geographic location of the groups should be expanded to meet the needs of services and women who do not find the city accessible. CSD has a number of locations that could be utilised for these support groups such as the Child and Family Centres which would enhance the provision of these services in a range of locations such as Tuggeranong and Gunghalin.

Providers also recommended re-evaluating the content and model of the support groups as they felt the same thing had been provided for many years now. An evaluation will be undertaken in 2014.

**Key point 2.** That WIRC funds currently allocated to the provision of domestic violence support groups be transferred to a community agency expert in domestic violence from 1 July 2014. This will include a requirement to locate the groups in a variety of locations and settings, such as at one of the refuges (for current and/or previous clients of the domestic violence homelessness services), Winnunga Nimmityjah and the Child and Family Centres.

### Other courses

WIRC provides a range of courses including 'self esteem after domestic violence', general 'self esteem', 'moving on after separation' and 'healthy relationships'. WIRC staff report that most attendees at these courses are women who have experienced domestic violence in the past but are no longer at the early or crisis stage of the recovery process. These courses are run either with four to six sessions of three hours. In 2012-2013 they were run 10-12 times with an average of six participants in each course.

The data indicates there is some level of demand for post crisis support groups for women who have experienced domestic violence. However while a large numbers of attendees is not desirable for a support group (rather than for an information based group or course), six attendees is low and suggests these courses could be run less often with more participants in each course.

While it is not strictly necessary to have the same provider run these courses as for the domestic violence support groups, there is merit in doing so. Having one provider coordinating the groups and courses contributes to easier accessibility and a more integrated programmatic approach to content, model and topics.

However, consultation with the women's services sector strongly suggests there is a need to review what courses are provided. It is recommended that the evaluation of the support groups (noted above), include a review of all the domestic violence related courses.

### Information sessions

The current information session on finances and legal issues are relatively well attended. However, WIRC staff report that most attendees are women who have experienced domestic violence. Rather than women who have experienced domestic violence having to attend separate sessions (and address childcare and transport issues for each one), it seems logical that financial and legal information be included in the domestic violence support groups (where the provider can bring in appropriate expertise such as Women's Legal Service), particularly as the providers of the current legal and financial information also conduct separate information sessions as part of their own service provision.

Additionally, having one contract with one provider, rather than outsourcing a number of small contracts goes some way to addressing the issues raised in consultations that the gender based focus of WIRC will be lost if there is a 'piecemeal' approach to remodelling the services.

This can be revisited if the evaluation of the support groups proposes an alternative approach.

**Key point 3.** The provision of legal and financial information sessions will be included in the domestic violence support groups.

While attendance at the 'Thinking Thursday' sessions provided by WIRC have shown reasonably good attendance, WIRC staff report that they are overwhelmingly attended by public servants. While this indicates demand, with an average of thirty-three attendees at each session, the client group is not a target group for CSD. It is therefore recommended that these sessions be discontinued and be forwarded to the ACT Public Commissioner for consideration as part of their 'supporting our staff' commitments.

**Key Point 4.** The Thinking Thursday sessions will cease and the information on the demand for the Thinking Thursday sessions will be passed to the Public Service Commissioner for consideration.

#### Face to Face service provision

In 2012-2013 WIRC had 2,476 face to face contacts, with 1,697 of these occurring as 'drop ins', 380 accessing the library or internet and 399 attending a booked appointment.

Across all forms of WIRC service delivery, approximately 35% of contacts are for information about WIRC courses or 'general' information and another 10% for referral or information on legal or financial services. Only 6% of all contacts relate to requests for information or support about domestic violence.

Therefore only approximately 24 women a year access face to face services for support related to domestic violence. This number indicates low usage of WIRC as a place to disclose abuse as would be expected and appropriate to a generalist information and referral service.

While some of the women's sector have raised the importance of WIRC as a 'safe space' for women, particularly in relation to domestic violence, it is important to note that WIRC is an information and referral service, staffed by public servants. It is neither a counselling service, nor a specialist domestic violence service and does not offer direct access to professional or qualified counsellors or the systems and structures that support staff in a specialist service.

It is important also to consider whether a stand-alone and isolated service location is imperative to the provision of good information and referral services for women. The United Kingdom advisory group The Women's National Commission, conducted an online survey in 2010 to explore whether women only services are seen by service users and service providers as critical to good service delivery for women. The survey found that in relation to sexual assault or domestic violence, women only services were seen as critically important.

However for generalist services, the survey found strong support for the provision of 'single-sex services within mixed-service organisations'. A range of reasons were cited including, that 'this sends a clear message that women's issues are not seen as marginal', that 'it is the service user experience and how a service is delivered that matters' 'and that women's services in mixed organisation could change the ethos of the organisation as a whole'.<sup>2</sup>

It is appropriate that WIRC as a generalist information and referral service be relocated to the Theo Notaras Multicultural Centre, not only as this saves on commercial leasing costs, but because it integrates the service with similar services in ACT Government rather than isolated from the natural integrations and policy contexts that inform and support service provision (including the Human Services Blueprint).

However it is important that WIRC staff are trained and understand how to deal with disclosures and refer women to the appropriate expert services and that the service

<sup>2</sup> Women's National Commission (2010), *Findings from the WNC survey on women only services*. UK. p.2.

creates an atmosphere that is welcoming, safe and discreet with private spaces easily created or available if required.

**Key point 5.** A designated, private and safe space for women to access WIRC services will be provided in the Theo Notaras Multicultural Centre.

To increase the accessibility of WIRC services in locations other than the city, it could be possible to create a number of identifiable 'outreach' locations in existing CSD sites where the face to face responses to information requests could be provided by identified existing CSD staff. This model would see the Theo Notaras Multicultural Centre as the primary or central hub, with the three Child and Family Centres (CFCs) and the Housing ACT Central Access Point (CAP) as identified outreach sites. This would result in WIRC information and support being provided in Tuggeranong, Gunghalin, Belconnen and the city.

This model operates in South Australia where the Women's Information Service (WIS) has a central hub in the Adelaide CBD but has satellite functions at rural and other locations. While "WIS staff are not available at these locations" women can access information at those sites and there is a free telephone contact to the service in Adelaide.

Locating the anchor hub in Theo Notaras Multicultural Centre with the Community Participation Group provides an opportunity to enhance access for women (particularly women from culturally diverse backgrounds) as well as ensuring a more streamlined and consistent approach to service delivery within CSD. Increasing outreach services at the Housing Central Access Point provides an opportunity to enhance access by a more disadvantaged group of women than currently reflected in the WIRC data and services at the CFCs improves accessibility for women residing in a wide variety of geographical locations.

As the primary requests for information received by WIRC are about WIRC support groups, general information and legal/financial information and referral, CSD staff will be able to respond at these locations.

**Key Point 6.** Consideration be given to creating outreach sites in the three Child and Family Services and the Housing Central Access Point. The outreach sites could have signage and information stands and specific workers (existing HACT and CFC staff) trained and able to respond to the requests for information.

**Key point 7.** The internet/computer services and photocopy services will be relocated to the Theo Notaras Centre.

The current library facilities at WIRC were accessed by only 78 women in 2012-2013. While space could be found in the Theo Notaras Multicultural Centre usage of these resources could be improved through their placement in another location. Preliminary discussions are underway with the Civic Library regarding the possibility of establishing a feminist or women's section with the donated books from the WIRC library which could significantly increase the current low usage of this resource. This is also consistent with

the ACT Women's Plan. Any other suggestions from the women's sector should also be considered.

As the name WIRC currently contains the word "centre" and the remodelling changes the notion of place based services, the use of the word "centre" could be misleading. It is recommended that the name be changed to either 'Women's information', Women's Information and Referral Network or the Women's Information Network. Due to the time constraints on printing the calendar for instance, the interim name used will be 'Women's Information'.

**Key point 8.** A new name to be phased in across publications and documents over a 12 month period.

In most other jurisdictions in Australia, information services for women, similar to WIRC have a strong online presence. For example Women's Infolink in Queensland provided by the Queensland Government through their Office for Women provides a "Find a service" facility on line to search in a variety of categories for local relevant services and a range of fact sheets and other publications available on line.

In order to increase access and adapt to new platforms it is recommended that CSD and in particular the Community Participation Group improve the current accessibility of on-line information for women over the next 12 months.

**Key point 9.** CSD will explore improvements to the current provision of on-line information for women over the next 12 months.

The NSW Government has developed and made available the "Aurora" phone application for women experiencing domestic violence or who are worried about their relationship. The app allows women to message trusted friends and or the police in situations where they have concerns for their safety and the app contains useful and critical information on services and supports that are available. The app has been designed with a range of safety features and is available for free download. This app provides a new platform to support women in situations of domestic violence and could be seen to have particular application for young women and across Australia and in the ACT a very significant proportion of women experiencing domestic violence are young women.

**Key point 10.** The Office for Women will investigate the development/purchase of an ACT specific phone app (like the 'Aurora' for women experiencing domestic violence.

#### **4. FUTURE EVALUATION AND REFORM**

It is important that robust data be collected and evaluated to improve access to the services provided by disadvantaged groups of women in the ACT. A data committee will be established within the Community Participation Group to develop robust data collection and analysis tools.

The success of any service delivery in government depends on the integration of policy and practice. That WIRC services will now be located with the Community Participation Group in the Theo Notaras Multicultural Centre allows for the development of stronger links between the policy and practice arms of the Office for Women. To this end it is appropriate to review and evaluate the revised model of delivery of WIRC functions in line with the ACT Women's Plan.

While the ACT Women's plan continues to June/July 2015, the current implementation plan ends in September 2014. This provides an opportunity to ensure consistency between service delivery and policy. The data committee will look at current data collection and potential additions or changes to this collection with a final data plan by end February 2014. This then allows for 6 months data collection and a period for revisions to be completed and amended in line with the next Women's Implementation plan on 1 October 2015.

During the 6 month period from February 2014 to September 2014, consultation will also occur with a range of women's sector forums about any issues arising from the reformed model of service delivery that can then also be considered in relation to the new Implementation plan.

Input into the Implementation plan for the ACT Women's Plan must include consideration of WIRC functions and services within the broader policy context of CSD and the ACT Government more broadly, particularly Health and Education and with particular focus on improving access by the most disadvantaged women in the ACT community.

The reformed model of service delivery will be considered in the new ACT Women's Plan in June/July 2015

## 5. RESEARCH AND CONSULTATION

### 2a Research

#### Other jurisdictions

A number of State and Territory governments in Australia provide some form of 'free and confidential information and referral service about government agencies and community services supporting women' (Queensland Government).

Of the four jurisdictions with identified women's information services, South Australia, Victoria, Queensland and Western Australia, three provide the service within government and one, Victoria is community based. Two of the four, Victoria and South Australia, offer a shopfront facility.

South Australia also operates 'satellite' services in regional locations. These locations (in other government shopfronts, provide a range of written information and a free phone service to the Adelaide centre.

Only the Victorian service, provided by a community based organisation, offers a range of services other than information and referral such as programs, classes and professional development.

#### WIRC DATA (2012-2013)

WIRC data (2012-2013) shows that of the total 12,470 contacts with clients, nearly half or 5,787 were via telephone, 3,068 were via email and 330 via post. Therefore 74% of the services currently provided by WIRC are not provided face to face.

Of the 2,476 face to face contacts, 1,697 'dropped in' to the service, 380 clients accessed the WIRC library or the internet services provided and 399 attended a booked appointment.

Across both the non face to face and face to face services, the four most common areas of information sought were:

- Information on WIRC support groups/information sessions (20%)
- General information (10%)
- Financial or legal information (10%)
- Domestic violence (6%)

#### Support groups/information sessions

A range of support groups for women are facilitated by WIRC, including domestic violence support groups, self esteem based courses and legal or financial information sessions.

In 2012-2013, there were 52 attendees at the five domestic violence support groups offered (each running for between three to eight sessions).

Across a range of other courses targeting women's self esteem and relationships (including self esteem post separation, healthy relationships and self confidence courses) there was a total of approximately 130 attendees in 2012-2013. Data does not reveal

whether the women attending the domestic violence support groups are also attending the self esteem based courses, although WIRC staff report that many of the self esteem based courses are attended by women who have experienced domestic violence in the past (where the support groups are attended by women who have recently experienced domestic violence).

#### **Other groups and information sessions**

While data shows high attendance with an average of 33 attendees, at the "Thinking Thursday sessions", (with topics such as: 'Dealing with change', 'mentoring', 'Getting organised', Building resilience in the workplace', 'presentation skills'), consultation with WIRC staff indicates these are attended predominantly by public servants, both Commonwealth and ACT. While this indicates an area of demand by women in the community, it is legitimate to question whether CSD as the provider of targeted human services is the appropriate provider of these. This interest has been referred to the relevant area of Chief Ministers and Treasury Directorate for consideration.

The courses/information sessions on financial matters showed relatively good attendance with 35 women attending four sessions. While a breakdown of the details of the attendees is not available, these courses appear relevant to CSD targeted service provision in that women as a group disproportionately experience poverty (particularly single mothers), and women escaping domestic violence often need support to regain control of finances, given financial control is a common component of domestic violence.

The same reasoning could be applied to the legal information sessions provided, with 24 attendees at the three information sessions offered in 2012-2013.

**Comment [eb1]:** Please add in this section that women's grants have been provided to community sector organisations to undertake financial literacy research / information delivery.

| Current WIRC service provision                                       | Future provision                                                                                                                                                            | Approx % current WIRC output | % function maintained                        |
|----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|----------------------------------------------|
| Phone/email information service- 9 am to 5pm Mon to Frid             | Continue from Theo Notaras Multicultural Centre                                                                                                                             | 74%                          | 100%                                         |
| Development of WIRC calendar and organising groups/training          | Calendar for Jan to June 2014 currently being developed and will be retained as a function                                                                                  | 7%                           | 100%                                         |
| Facilitate operation of Domestic violence support groups and courses | Organised by WIRC until 30 June 2014<br>Outsourced to community provider from 1 July 2014                                                                                   | 3%                           | 100%                                         |
| Facilitate operation of Financial/legal information sessions         | Organised by WIRC until 30 June 2014<br>Incorporated into the domestic violence support groups and outsourced from 1 July 2014                                              | 1.5%                         | 100%                                         |
| Provision of 'Thinking Thursday' sessions                            | Will cease as of 31 December 2013.<br>Attendees are primarily public servants– not CSD target group- referred to Chief Ministers and Treasury Directorate for consideration | .5%                          | 0%                                           |
| Drop in information and support service                              | Relocated to Theo Notaras centre and outreach at CFCs and Housing ACT Central Access Point                                                                                  | 14%                          | 100%                                         |
| Domestic violence phone app                                          | Investigate purchase/development support phone app like 'Aurora' in NSW                                                                                                     | Nil                          | Additional                                   |
|                                                                      |                                                                                                                                                                             |                              | <b>Total WIRC services continued = 99.5%</b> |

**Matthews, David**

---

**From:** Dutt, Kanchan  
**Sent:** Thursday, 12 December 2013 11:32 AM  
**To:** Manikis, Nic; Matthews, David  
**Subject:** FW: DRAFT: CSD message to staff on WiRC

Hello,  
 Below is the latest version of the WiRC message based on feedback from the D-G.  
 Cheers,  
 Kanchan

---

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



@CSD\_ACT



Community Services Directorate

---

**Sent:** Thursday, 12 December 2013 9:25 AM  
**To:** Daw, Lesley  
**Cc:** Callen, Michelle; Chapman, Sue  
**Subject:** FW: DRAFT: CSD message to staff on WiRC

Hello Lesley,  
 Below is the draft message on WiRC that we are proposing to issue towards CoB tomorrow. Appreciate advice on whether it should come from Natalie or Sue.

Colleagues

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

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

Some of the ideas we are examining to enhance this provision of support and information include using the Directorate's existing outreach locations with dedicated staff, improving online and digital information and reviewing the provision of domestic violence support. We will work with women, our staff and the community sector as we undertake this review.

I would also like to take this opportunity to sincerely thank the staff at WiRC who have made a difference everyday to their clients. Your commitment and dedication is to be commended and we look forward to your continued work in this Directorate.

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

year include the *It's Time to Talk Domestic Violence Support Group; When Being Angry No Longer Works; Getting Back to Work – for Women; and Emotional Mastery.*  
ENDS

Cheers,  
Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

**Matthews, David**

---

**From:** Daw, Lesley  
**Sent:** Thursday, 12 December 2013 8:34 AM  
**To:** Bennett, Erin  
**Cc:** Howson, Natalie; Chapman, Sue; Manikis, Nic; Matthews, David; Beer, Kylie  
**Subject:** FW: Stats - WiRC Position Paper

Erin

Further to our conversation yesterday re WiRC brief, here is the additional information re % of contacts made by people with a disability. If Minister is happy we will include this information in the discussion paper once cleared by the Minister and before it goes on the website.

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

---

**From:** Matthews, David  
**Sent:** Wednesday, 11 December 2013 6:08 PM  
**To:** Daw, Lesley; Dutt, Kanchan  
**Subject:** FW: Stats - WiRC Position Paper

---

**From:** Manikis, Nic  
**Sent:** Wednesday, 11 December 2013 5:57 PM  
**To:** Matthews, David  
**Subject:** Stats - WiRC Position Paper

David

121 (0.97% of total contacts – 12,470) contacts were made by people with a disability in 2012-13.

In 2012-13, WiRC staff responded to 12,470 contacts:

Of these contacts:

|                    |                                                         |
|--------------------|---------------------------------------------------------|
| 95 (0.76%)         | identified as men                                       |
| 867 (6.95%)        | from a CALD background                                  |
| 96 (0.76%)         | from an Aboriginal or Torres Strait Islander background |
| 274 (2.19%)        | identified as being over the age of 55 years            |
| <b>121 (0.97%)</b> | <b>identified as having a disability</b>                |
| 168 (1.34%)        | identified as being under the age of 25 years.          |

Cheers

nic

**Matthews, David**

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**Sent:** Wednesday, 11 December 2013 6:08 PM  
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Cheers

nic

**Matthews, David**

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**From:** Doyle, Bridie  
**Sent:** Wednesday, 11 December 2013 1:57 PM  
**To:** Matthews, David  
**Cc:** Manikis, Nic  
**Subject:** WIRC Position Paper doc.doc  
**Attachments:** WIRC Position Paper doc.doc

Hi David  
As requested.

Regards  
Bridie

**Matthews, David**

---

**From:** Deki, Tsering  
**Sent:** Wednesday, 11 December 2013 1:50 PM  
**To:** Matthews, David  
**Subject:** FW: WIRC Position Paper doc  
**Attachments:** WIRC Position Paper doc.doc

Good afternoon David

Nic has asked me to forward you this document.

Thank you and best regards.

Deki

Tsering Deki | Programs Officer

Phone 02 6205 3047 | Fax 02 6207 5862

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

Theo Notaras Multicultural Centre | Level 2 - North Building | 180 London Circuit | Canberra City | GPO Box 158 Canberra

ACT 2601 [www.act.gov.au](http://www.act.gov.au)

---

**From:** Doyle, Bridie  
**Sent:** Friday, 6 December 2013 11:56 AM  
**To:** ChikaliWestcott, Anna  
**Subject:** WIRC Position Paper doc

Final version

Thanks

**Matthews, David**

**From:** Aguilera, Alicia  
**Sent:** Wednesday, 11 December 2013 1:18 PM  
**To:** Dutt, Kanchan; Callen, Michelle; Chapman, Sue; Manikis, Nic; Matthews, David  
**Subject:** RE: DRAFT: CSD message to staff on WiRC

Protest will be happening at 4.30pm on Friday.

---

**From:** Dutt, Kanchan  
**Sent:** Wednesday, 11 December 2013 1:13 PM  
**To:** Aguilera, Alicia; Callen, Michelle; Chapman, Sue; Manikis, Nic; Matthews, David  
**Subject:** DRAFT: CSD message to staff on WiRC

Hello all,

I have revised the message to all staff in relation to the last day of WiRC tomorrow with some suggested additional text in bold. There is likely to be some community and media interest tomorrow; you may have seen the Twitter message forwarded on earlier calling for people to attend a protest outside WiRC at 4.30pm tomorrow and to bring a candle.

Colleagues

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

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

I would also like to take this opportunity to sincerely thank the staff at WiRC who have made a difference everyday to their clients. Your commitment and dedication is to be commended **and we look forward to your continued work in this Directorate.**

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ENDS

Cheers,  
 Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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**Matthews, David**

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**Sent:** Wednesday, 11 December 2013 1:13 PM  
**To:** Aguilera, Alicia; Callen, Michelle; Chapman, Sue; Manikis, Nic; Matthews, David  
**Subject:** DRAFT: CSD message to staff on WiRC

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Cheers,  
Kanchan

Kanchan Dutt | Senior Manager

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**Matthews, David**

---

**From:** Dutt, Kanchan  
**Sent:** Wednesday, 11 December 2013 8:49 AM  
**To:** Springett, Emily; Violante, Victor  
**Cc:** Aguilera, Alicia; Chapman, Sue; Manikis, Nic; Matthews, David  
**Subject:** CSD message to staff on WiRC

Hello,

We are sending the below message to CSD staff this Friday to mark the last day of services at WiRC, let me know if you have any feedback.

In terms of the naming of the new service, we have drafted a position paper which is on its way to your office and one of the suggestions this includes (based on feedback from the sector) is that we consult on the new name. As a result, we are giving the new service a generic name of 'women's information and referral'.

Colleagues

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

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XXXXXXXXXXXX

ENDS

Cheers,  
Kanchan

Kanchan Dutt | Senior Manager

**T: 02 6205 0282 | M: 0478 301 615**

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**Matthews, David**

---

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

Hi Kanchan

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

Cheers  
 Bridie

---

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

Hello all,

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

Cheers,  
 Kanchan

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

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

Hello

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

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

Regards  
 Bridie

Ps- there are too many gateways already!

---

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

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

---

**From:** Dutt, Kanchan

**Sent:** Tuesday, 10 December 2013 10:18 AM

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

**Subject:** RE: first go at WiRC msg

**Importance:** High

Hello all,

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

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

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

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

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ENDS

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**T: 02 6205 0282 | M: 0478 301 615**

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222

## **Matthews, David**

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

Kanchan

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

Cheers

nic

---

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

Hello all,

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T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

221

## **Matthews, David**

---

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

Hello

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**From:** Callen, Michelle  
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**To:** Dutt, Kanchan; Aguilera, Alicia; Chapman, Sue; Doyle, Bridie; Manikis, Nic; Matthews, David  
**Subject:** RE: first go at WiRC msg

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Community Services Directorate

**Matthews, David**

---

**From:** Matthews, David  
**Sent:** Tuesday, 10 December 2013 10:50 AM  
**To:** Callen, Michelle; Dutt, Kanchan; Aguilera, Alicia; Chapman, Sue; Doyle, Bridie; Manikis, Nic  
**Subject:** RE: first go at WiRC msg

I like Women's Information and Referral Hub.

---

**From:** Callen, Michelle  
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219 g)

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**Matthews, David**

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Colleagues

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

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

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

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

ENDS

Cheers,  
Kanchan

Kanchan Dutt | Senior Manager

**T: 02 6205 0282** | M: 0478 301 615

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Community Services Directorate

**Matthews, David**

---

**From:** Barr, Beverley (CSD) on behalf of CSD Webmaster  
**Sent:** Monday, 9 December 2013 3:05 PM  
**To:** Baker, Fiona  
**Cc:** Matthews, David; CSD Webmaster  
**Subject:** RE: Women's & WIRC internet and directory

**Importance:** High

Hi all

As WIRC is closing this Friday, can you please send through an update to the directory and also review the content currently on CSD website ASAP so that we are providing current and accurate information to the public.

Regards

Bev

---

**From:** Abramovic, Michelle  
**Sent:** Friday, 22 November 2013 9:28 AM  
**To:** Baker, Fiona  
**Cc:** Matthews, David; CSD Webmaster  
**Subject:** Women's & WIRC internet and directory

Hi All

With the closing of the WIRC could we please have an update to the directory  
[http://prdapp109vs/update/webdir/cgi-bin/webdua.cgi?ea0\\_5000\\_30.&organizationalUnit&8dcc192c-7c22-4f57-af23-dce48ccd31d1](http://prdapp109vs/update/webdir/cgi-bin/webdua.cgi?ea0_5000_30.&organizationalUnit&8dcc192c-7c22-4f57-af23-dce48ccd31d1)

Also the information on the Women's section of the CSD website will need to be reviewed  
<http://www.communityservices.act.gov.au/women>

Regards

**Michelle Abramovic**

Manager Online Services

Community Services Directorate

T: 02 6205 0275 | F: 620 50279 | W: [www.communityservices.act.gov.au](http://www.communityservices.act.gov.au)

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Matthews, David

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**From:** Dutt, Kanchan  
**Sent:** Monday, 9 December 2013 12:27 PM  
**To:** Chapman, Sue  
**Cc:** Matthews, David; Callen, Michelle  
**Subject:** FW: first go at WiRC msg

Hello Sue,

We've drafted a message to go out to all staff this Friday to mark the last day of services at WiRC. David and Nic are happy, wondering if you could take a look. Do you think a message would come from you or Natalie?

Colleagues

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

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

Throughout the remainder of this month and January the services will be moved to their new locations.  
ENDS

Cheers,  
Kanchan

Kanchan Dutt | Senior Manager

**T: 02 6205 0282 | M: 0478 301 615**

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---

**From:** Matthews, David  
**Sent:** Monday, 9 December 2013 12:20 PM  
**To:** Manikis, Nic; Dutt, Kanchan  
**Subject:** RE: first go at WiRC msg

I'm happy as well.

---

**From:** Manikis, Nic  
**Sent:** Monday, 9 December 2013 12:12 PM  
**To:** Dutt, Kanchan; Matthews, David  
**Subject:** RE: first go at WiRC msg

Kanchan

Yes the right tone and content.

Cheers

nic

---

**From:** Dutt, Kanchan  
**Sent:** Monday, 9 December 2013 12:05 PM  
**To:** Manikis, Nic; Matthews, David  
**Subject:** RE: first go at WiRC msg

Hello,  
Just wondering whether you'd had the chance to read the below message and/or had any feedback?  
Cheers,  
Kanchan

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

**From:** Doyle, Bridie  
**Sent:** Monday, 9 December 2013 9:46 AM  
**To:** Dutt, Kanchan; Manikis, Nic; Matthews, David  
**Cc:** Aguilera, Alicia  
**Subject:** RE: first go at WiRC msg

Hi Kanchan  
Looks good to me. Thanks.

Bridie

---

**From:** Dutt, Kanchan  
**Sent:** Friday, 6 December 2013 2:16 PM  
**To:** Manikis, Nic; Matthews, David; Doyle, Bridie  
**Cc:** Aguilera, Alicia  
**Subject:** FW: first go at WiRC msg

Hello,  
We've had an initial attempt at a message from the D-G to mark the last services run from WiRC next Friday. Appreciate any feedback.

Colleagues

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213

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Cheers,  
Kanchan

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

**From:** Aguilera, Alicia  
**Sent:** Thursday, 5 December 2013 2:35 PM  
**To:** Dutt, Kanchan  
**Subject:** RE: first go at WiRC msg

Ok yes, great. Should I send to David for his thoughts?

---

**From:** Dutt, Kanchan  
**Sent:** Thursday, 5 December 2013 1:31 PM  
**To:** Aguilera, Alicia  
**Subject:** RE: first go at WiRC msg

Hello Alicia,  
Some suggested minor changes below.  
Let me know what you think.  
Cheers,  
Kanchan

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

**From:** Aguilera, Alicia  
**Sent:** Thursday, 5 December 2013 10:45 AM  
**To:** Dutt, Kanchan  
**Subject:** first go at WiRC msg

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Natalie Howson  
Director General

Alicia Aguilera | Senior Media & Communications Officer

T: 02 6207 6275 | F: 02 6205 0279

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Matthews, David

---

**From:** Dutt, Kanchan  
**Sent:** Monday, 9 December 2013 12:21 PM  
**To:** Matthews, David; Manikis, Nic  
**Subject:** RE: first go at WiRC msg

Many thanks all.  
Will forward on to Sue.  
Cheers,  
Kanchan

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

**From:** Matthews, David  
**Sent:** Monday, 9 December 2013 12:20 PM  
**To:** Manikis, Nic; Dutt, Kanchan  
**Subject:** RE: first go at WiRC msg

I'm happy as well.

---

**From:** Manikis, Nic  
**Sent:** Monday, 9 December 2013 12:12 PM  
**To:** Dutt, Kanchan; Matthews, David  
**Subject:** RE: first go at WiRC msg

Kanchan

Yes the right tone and content.

Cheers

nic

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**From:** Dutt, Kanchan  
**Sent:** Monday, 9 December 2013 12:05 PM  
**To:** Manikis, Nic; Matthews, David  
**Subject:** RE: first go at WiRC msg

Hello,  
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Kanchan Dutt | Senior Manager  
**T: 02 6205 0282 | M: 0478 301 615**  
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---

**From:** Doyle, Bridie  
**Sent:** Monday, 9 December 2013 9:46 AM  
**To:** Dutt, Kanchan; Manikis, Nic; Matthews, David  
**Cc:** Aguilera, Alicia  
**Subject:** RE: first go at WiRC msg

Hi Kanchan.  
Looks good to me. Thanks.

Bridie

---

**From:** Dutt, Kanchan  
**Sent:** Friday, 6 December 2013 2:16 PM  
**To:** Manikis, Nic; Matthews, David; Doyle, Bridie  
**Cc:** Aguilera, Alicia  
**Subject:** FW: first go at WiRC msg

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**From:** Aguilera, Alicia  
**Sent:** Thursday, 5 December 2013 2:35 PM  
**To:** Dutt, Kanchan  
**Subject:** RE: first go at WiRC msg

Ok yes, great. Should I send to David for his thoughts?

**From:** Dutt, Kanchan  
**Sent:** Thursday, 5 December 2013 1:31 PM  
**To:** Aguilera, Alicia  
**Subject:** RE: first go at WiRC msg

Hello Alicia,  
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Let me know what you think.  
Cheers,  
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Kanchan Dutt | Senior Manager  
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---

**From:** Aguilera, Alicia  
**Sent:** Thursday, 5 December 2013 10:45 AM  
**To:** Dutt, Kanchan  
**Subject:** first go at WiRC msg

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**Matthews, David**

---

**From:** Matthews, David  
**Sent:** Monday, 9 December 2013 12:20 PM  
**To:** Manikis, Nic; Dutt, Kanchan  
**Subject:** RE: first go at WIRC msg

I'm happy as well.

---

**From:** Manikis, Nic  
**Sent:** Monday, 9 December 2013 12:12 PM  
**To:** Dutt, Kanchan; Matthews, David  
**Subject:** RE: first go at WIRC msg

Kanchan

Yes the right tone and content.

Cheers

nic

---

**From:** Dutt, Kanchan  
**Sent:** Monday, 9 December 2013 12:05 PM  
**To:** Manikis, Nic; Matthews, David  
**Subject:** RE: first go at WIRC msg

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**T: 02 6205 0282 | M: 0478 301 615**  
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---

**From:** Doyle, Bridie  
**Sent:** Monday, 9 December 2013 9:46 AM  
**To:** Dutt, Kanchan; Manikis, Nic; Matthews, David  
**Cc:** Aguilera, Alicia  
**Subject:** RE: first go at WIRC msg

Hi Kanchan  
Looks good to me. Thanks.

Bridie

---

**From:** Dutt, Kanchan  
**Sent:** Friday, 6 December 2013 2:16 PM  
**To:** Manikis, Nic; Matthews, David; Doyle, Bridie  
**Cc:** Aguilera, Alicia  
**Subject:** FW: first go at WIRC msg

207

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**Sent:** Thursday, 5 December 2013 2:35 PM  
**To:** Dutt, Kanchan  
**Subject:** RE: first go at WiRC msg

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**From:** Dutt, Kanchan  
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**From:** Aguilera, Alicia  
**Sent:** Thursday, 5 December 2013 10:45 AM  
**To:** Dutt, Kanchan  
**Subject:** first go at WiRC msg

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Director General

Alicia Aguilera | Senior Media & Communications Officer

T: 02 6207 6275 | F: 02 6205 0279

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**Matthews, David**

---

**From:** Manikis, Nic  
**Sent:** Monday, 9 December 2013 12:12 PM  
**To:** Dutt, Kanchan; Matthews, David  
**Subject:** RE: first go at WIRC msg

Kanchan

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Cheers

nic

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---

**From:** Doyle, Bridie  
**Sent:** Monday, 9 December 2013 9:46 AM  
**To:** Dutt, Kanchan; Manikis, Nic; Matthews, David  
**Cc:** Aguilera, Alicia  
**Subject:** RE: first go at WIRC msg

Hi Kanchan  
Looks good to me. Thanks.

Bridie

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**From:** Dutt, Kanchan  
**Sent:** Friday, 6 December 2013 2:16 PM  
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**Cc:** Aguilera, Alicia  
**Subject:** FW: first go at WIRC msg

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**From:** Aguilera, Alicia

**Sent:** Thursday, 5 December 2013 2:35 PM

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**Subject:** RE: first go at WiRC msg

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Community Services Directorate

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**Subject:** first go at WiRC msg

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**Matthews, David**

---

**From:** Dutt, Kanchan  
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**To:** Manikis, Nic; Matthews, David  
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Community Services Directorate

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**From:** Doyle, Bridie  
**Sent:** Monday, 9 December 2013 9:46 AM  
**To:** Dutt, Kanchan; Manikis, Nic; Matthews, David  
**Cc:** Aguilera, Alicia  
**Subject:** RE: first go at WIRC msg

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Throughout the remainder of this month and January the services will be moved to their new locations.

ENDS

201

Cheers,  
Kanchan

Kanchan Dutt | Senior Manager

**T: 02 6205 0282** | M: 0478 301 615

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Level 8, 11 Moore St, Canberra City | GPO Box Canberra 158 | [www.communityservices.act.gov.au](http://www.communityservices.act.gov.au)



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---

**From:** Aguilera, Alicia

**Sent:** Thursday, 5 December 2013 2:35 PM

**To:** Dutt, Kanchan

**Subject:** RE: first go at WIRC msg

Ok yes, great. Should I send to David for his thoughts?

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**From:** Dutt, Kanchan

**Sent:** Thursday, 5 December 2013 1:31 PM

**To:** Aguilera, Alicia

**Subject:** RE: first go at WIRC msg

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Some suggested minor changes below.

Let me know what you think.

Cheers,

Kanchan

Kanchan Dutt | Senior Manager

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**From:** Aguilera, Alicia

**Sent:** Thursday, 5 December 2013 10:45 AM

**To:** Dutt, Kanchan

**Subject:** first go at WIRC msg

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Director General

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T: 02 6207 6275 | F: 02 6205 0279

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Community Services

**Matthews, David**

---

**From:** Doyle, Bridie  
**Sent:** Monday, 9 December 2013 9:46 AM  
**To:** Dutt, Kanchan; Manikis, Nic; Matthews, David  
**Cc:** Aguilera, Alicia  
**Subject:** RE: first go at WiRC msg

Hi Kanchan  
 Looks good to me. Thanks.

Bridie

---

**From:** Dutt, Kanchan  
**Sent:** Friday, 6 December 2013 2:16 PM  
**To:** Manikis, Nic; Matthews, David; Doyle, Bridie  
**Cc:** Aguilera, Alicia  
**Subject:** FW: first go at WiRC msg

Hello,  
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**Matthews, David**

---

**From:** Dutt, Kanchan  
**Sent:** Thursday, 5 December 2013 11:32 AM  
**To:** Dutt, Kanchan  
**Subject:** Media release: New model for women's information to provide better support  
**Attachments:** CSD women's services.pdf

Summary: The relocation of the ACT Government's women's information and referral services is nearing completion, Deputy Director-General of the Community Services Directorate Sue Chapman said today.

Kanchan Dutt | Senior Manager

**T: 02 6205 0282** | M: 0478 301 615

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## Media Release

5 December 2013

### **New model for women's information to provide better support**

The relocation of the ACT Government's women's information and referral services is nearing completion, Deputy Director-General of the Community Services Directorate Sue Chapman said today.

Ms Chapman said the information and referral services previously based at the Women's Information and Referral Centre (WiRC) will now be based at the nearby Theo Notaras Multicultural Centre.

"The information and referral services were the core business of WiRC and these will continue as before, with the same phone number of 02 6205 1075," Ms Chapman said.

"Women are also able to access a full range of government and community organisations providing information and support services."

The ACT Government announced last month that the services provided through WiRC would be relocated as part of a longer term review of how to most effectively provide support and information to women.

"Our data shows that some of the key groups of women we want to focus on were not accessing the various programs as much as we would want," Ms Chapman said. "These include women with disabilities, Aboriginal and Torres Strait Islander Women, younger women and older women."

"Our aim is to better engage with these women by providing access to these services in a greater number of locations throughout Canberra."

Ms Chapman said the new approach to delivering the information and referral services was based on an identified need to improve women's access to them and reduce duplication.

The full range of courses and programs for women will be included in the *What's on for Women* calendar due out early next year as usual.

Statement ends

**Media contact** Kanchan Dutt: 6205 0282 / 0478 301 615 / [kanchan.dutt@act.gov.au](mailto:kanchan.dutt@act.gov.au)

**Matthews, David**

---

**From:** Dutt, Kanchan  
**Sent:** Wednesday, 4 December 2013 8:10 PM  
**To:** Chapman, Sue; Matthews, David; Manikis, Nic; Doyle, Bridie; Callen, Michelle; Aguilera, Alicia  
**Subject:** RE: WiRC media release and Q&A  
**Attachments:** image001.gif; image002.jpg

Many thanks all. I'll send on to Min's office.

Cheers  
 Kanchan

---

**From:** Chapman, Sue  
**Sent:** Wednesday 4 December 2013 17:41  
**To:** Matthews, David; Dutt, Kanchan; Manikis, Nic; Doyle, Bridie; Callen, Michelle; Aguilera, Alicia  
**Subject:** RE: WiRC media release and Q&A

This looks good  
 Sue

**From:** Matthews, David  
**Sent:** Wednesday, 4 December 2013 5:18 PM  
**To:** Dutt, Kanchan; Chapman, Sue; Manikis, Nic; Doyle, Bridie; Callen, Michelle; Aguilera, Alicia  
**Subject:** RE: WiRC media release and Q&A

I have a couple of suggestions on the release for you to consider.

Regards  
 David Matthews

**From:** Dutt, Kanchan  
**Sent:** Wednesday, 4 December 2013 4:42 PM  
**To:** Chapman, Sue; Matthews, David; Manikis, Nic; Doyle, Bridie; Callen, Michelle; Aguilera, Alicia  
**Subject:** RE: WiRC media release and Q&A

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**From:** Chapman, Sue  
**Sent:** Wednesday, 4 December 2013 12:34 PM  
**To:** Dutt, Kanchan; Matthews, David; Manikis, Nic; Doyle, Bridie; Callen, Michelle; Aguilera, Alicia  
**Subject:** RE: WiRC media release and Q&A

Kanchan

Can we include the WIRC info line details please.

From: Dutt, Kanchan

Sent: Wednesday, 4 December 2013 12:29 PM

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

Subject: WIRC media release and Q&A

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Please find attached a draft media release and Q&A on WIRC. With the media release, I've attempted to offer a definite picture of where the programs will be based. Appreciate it if we can add any more to this so that we can reduce any uncertainty.

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<<http://www.facebook.com/pages/Community-Services-Directorate/206453312698285>> Community Services Directorate<<http://www.facebook.com/pages/Community-Services-Directorate/206453312698285>>

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## Media Release

5 December 2013

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## Women's Information and Referral Centre Q&A

### What is happening to the Women's Information and Referral Centre?

There is an emerging need to change the Women's Information and Referral Centre (WiRC) model that has been in place since the establishment of the Centre 35 years ago. WiRC has served the community well but the way that women access services has changed and we need to reflect that. The changes being introduced will reduce duplication in services while providing better outreach so that women have better access to our programs and services.

### Will this mean a reduction to services for women?

No. No services will cease as a result of the relocation of the centre. Some of the services that had been located at the WiRC centre on London Circuit, Civic, will be moved to the ACT Government's Theo Notaras Multicultural Centre in Civic. Other courses and services facilitated by WiRC will continue.

### When will WiRC close?

The last services will be run out of the WiRC centre on December 13 2013. Through December and January 2014 the service will be moved to their new locations.

### What's the evidence for closing WiRC?

In 2012-13, almost three-quarters of the various forms of contact with WiRC by women were over phone, via email or by fax. These forms of communication can be provided from any location in the ACT.

We also know that women most in need of services or support, such as those with disability, from multicultural backgrounds or Aboriginal and Torres Strait Islander women, were not engaged with WiRC as much as we would like.

The changes will also reduce administration costs and service duplication, both important considerations when looking to deliver services efficiently.



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**ACT**  
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Community Services

## Media Release

5 December 2013

### **New model for women's services to provide better support**

The relocation of the ACT Government's women's information and referral services is nearing completion, Deputy Director-General of the Community Services Directorate Sue Chapman said today.

Ms Chapman said the information and referral services previously based at the Women's Information and Referral Centre (WiRC) will now be based at the nearby Theo Notaras Multicultural Centre.

"The information and referral services were the core business of WiRC and these will continue as before, with the same phone number of 02 6205 1075," Ms Chapman said.

The ACT Government announced last month that the services provided through WiRC would be relocated as part of a longer term review of how to most effectively provide support and information to women.

"Our data shows that some of the key groups of women we want to focus on were not accessing the various programs as much as we would want," Ms Chapman said. "These include women with disabilities, Aboriginal and Torres Strait Islander Women, younger women and older women.

"Our aim with this review is to better engage with these women by providing access to these services in a greater number of locations throughout Canberra."

Ms Chapman said the new approach to delivering the information and referral services was based on an identified need to improve women's access to them and reduce duplication.

The full range of courses and programs for women will be included in the *What's on for Women* calendar due out early next year as usual.

Statement ends

**Media contact** Kanchan Dutt: 6205 0282 / 0478 301 615 / [kanchan.dutt@act.gov.au](mailto:kanchan.dutt@act.gov.au)

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## Matthews, David

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**From:** Chapman, Sue  
**Sent:** Wednesday, 4 December 2013 12:34 PM  
**To:** Dutt, Kanchan; Matthews, David; Manikis, Nic; Doyle, Bridie; Callen, Michelle; Aguilera, Alicia  
**Subject:** RE: WiRC media release and Q&A

Kanchan

Can we include the WIRC info line details please.

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**From:** Dutt, Kanchan  
**Sent:** Wednesday, 4 December 2013 12:29 PM  
**To:** Chapman, Sue; Matthews, David; Manikis, Nic; Doyle, Bridie; Callen, Michelle; Aguilera, Alicia  
**Subject:** WIRC media release and Q&A

Hello all,

Please find attached a draft media release and Q&A on WiRC. With the media release, I've attempted to offer a definite picture of where the programs will be based. Appreciate it if we can add any more to this so that we can reduce any uncertainty.

Cheers,

Kanchan

Kanchan Dutt | Senior Manager

**T: 02 6205 0282** | M: 0478 301 615

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

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Community Services Directorate

**Matthews, David**

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**To:** Chapman, Sue; Matthews, David; Manikis, Nic; Doyle, Bridie; Callen, Michelle; Aguilera, Alicia  
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**Attachments:** CSD WiRC update.doc; WiRC Q&A.docx

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## Media Release

5 December 2013

### New model for women's services to provide better support

All courses previously run from the Women's Information and Referral Centre will now be based at the nearby Theo Notaras Multicultural Centre, Deputy Director-General of the Community Services Directorate Sue Chapman said today.

"Since we announced last month that the site of the Women's Information and Referral Centre (WiRC) in Civic would close this year we have been working with the community sector on developing the new model," Ms Chapman said.

"The courses for which WiRC was a referral point, such as domestic violence and financial counselling, will continue to be run by the same organisations and in the same locations. From 20 December, those courses that were based at WiRC will now be run at the Theo Notaras Multicultural Centre."

[The courses being transferred to the Theo Notaras Multicultural Centre are]

**Comment [kd1]:** Please insert the courses here

Ms Chapman said that the new approach to delivering women's services was based on an identified need to improve women's access to them and reduce duplication.

"Our data shows that some of the key groups of women we want to support were not accessing the various programs as much as we would want," Ms Chapman said. "These include women with disabilities, Aboriginal and Torres Strait Islander Women, younger women and older women.

"We will better engage with these women by providing access to these services in a greater number of locations throughout Canberra."

The full range of courses and programs for women will be included in the *What's on for Women* calendar due out early next year as usual.

Statement ends



## Women's Information and Referral Centre Q&A

### What is happening to the Women's Information and Referral Centre?

There is an emerging need to change the Women's Information and Referral Centre (WiRC) model that has been in place since the establishment of the Centre 35 years ago. WiRC has served the community well but the way that women access services has changed and we need to reflect that. The changes being introduced will reduce duplication in services while providing better outreach so that women have better access to our programs and services.

### Will this mean the end to services for women?

No. No programs will be closed as a result of the closure of the centre. Some of the programs that had been located at the WiRC centre on London Circuit, Civic, will be moved to the ACT Government's Theo Notaras Multicultural Centre in Civic. Other services will be moved to appropriate sites in other parts of Canberra.

The ACT Government and community sector run a range of programs for women and these will continue.

### When will WiRC close?

The last services will be run out of the WiRC centre on December 13 2013. Through December and January 2014 the services will be moved to their new locations.

### What's the evidence for closing WiRC?

In 2012-13, almost three-quarters of the various forms of contact with WiRC by women were over phone, via email or by fax. These forms of communication can be provided from any location in the ACT. The focus of our changes is increasing the range of locations that the services are available from so that more women can access them.

We also know that women most in need of services or support, such as those with disability, from multicultural backgrounds or Aboriginal and Torres Strait Islander women, were not engaged with WiRC as much as we would like.

The changes will also reduce administration costs and service duplication, both important considerations when looking to deliver services efficiently.



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**Matthews, David**

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**From:** Elsey, Melissa  
**Sent:** Wednesday, 4 December 2013 10:49 AM  
**To:** Matthews, David  
**Subject:** WIRC Project notes  
**Attachments:** WIRC Project notes.pdf

Hi David

Please find attached notes from Wednesday meeting regarding WIRC

Regards

Mel

**Melissa Elsey** | Executive Assistant to David Matthews | Executive Director, Policy & Organisational Services  
Ph 6205 0753 | Fax 6205 0343 | Community Services Directorate | **ACT Government**  
Level 4, 11 Moore St City | GPO Box 158 Canberra ACT 2601 | [melissa.elsey@act.gov.au](mailto:melissa.elsey@act.gov.au)



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

**Matthews, David**

---

**From:** Manikis, Nic  
**Sent:** Tuesday, 3 December 2013 6:06 PM  
**To:** Matthews, David  
**Subject:** FW: WIRC project doc  
**Attachments:** WIRC project doc.doc

Early draft for your review for tomorrow morning.

Cheers

nic

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**From:** Doyle, Bridie  
**Sent:** Tuesday, 3 December 2013 5:17 PM  
**To:** Manikis, Nic  
**Subject:** WIRC project doc

Promise this is the last one I will fiddle with- you of course can make changes tho.

Cvheers

GENERAL ACCESSIBLE  
 AWARE.

(+ DISABILITY &  
 MULTICULTURAL)

DRAP IN?

ENTER ABUSE  
 SECURITY & RISK.  
 BRANDISH

ANSWER FOR LIT  
 WORK OF 2014.

PHONE

CONSTS

SUPPORT GROUPS

CALENDAR

LIBRARY?

BANKS / SNOW

**Matthews, David**

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**ACT**

Government

Community Services

# **WIRC SERVICES**

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## **PROJECT**

### **2013**

#### **Contents**

##### **1. Project scope information**

- a. Justification
- b. Background
- c. Business benefits
- d. End product
- e. Out of scope
- f. Work breakdown

##### **2. Research and consultation**

- a. Research
- b. consultation

##### **3. Options paper**

- a. Information phone service
- b. Face to face service provision
- c. Safe space for women
- d. Domestic violence support groups
- e. Other courses
- f. Information sessions
- g. Service name and badging

# 1 PROJECT SCOPE INFORMATION

## 1a Project justification

The Community Services Directorate (CSD) has been reforming its frontline service delivery for many years to ensure services are efficient, are targeted to those in the community most in need and are provided in ways that minimise multiple sites of contact. This has included the implementation of the Central Access Point (CAP) in Housing ACT, the development of the Child and Family Gateway Service and a range of initiatives to create an integrated service system of support across and between the various areas of CSD and community sector services.

The project drivers for the restructuring and modernising of the Womens Information and Referral Centre (WIRC) services include: the need to reassess a 35 year old model of service delivery, particularly given the significant technological changes in that period; the need to consider the WIRC services within the larger suite of CSD services; the ACT Government commitment to reducing inefficiencies; and an acknowledgement of the current fiscal environment.

## 1b Background

The (WIRC) model was established some 35 years ago to provide information and referral services to women in the ACT community. The service was created at a particular time in history that acknowledged, through the provision of resources, the need for specific services for women, particularly for women escaping domestic violence.

35 years on, there is a need to re-evaluate that model in relation to: the changes to the geography and demography of Canberra (away from the City as the only and central hub); significant technological changes in that period; the current commitment to targeting of resources to people most in need; and reducing, wherever possible, duplication in services.

WIRC is currently geographically located in the City, in an area that accommodates government offices and more recently a sizeable student population. While the city was, 35 years ago the only central hub for the ACT, there are now five 'hubs' in the ACT. Combined with the fact that a significant proportion of services offered by WIRC are not provided face to face, it is appropriate to question the ongoing costs of maintaining an isolated commercial lease in the city. It is also appropriate to question how the needs of women living closer to the other four hubs in the ACT could better access WIRC services and what synergies could be established with other CSD funded services in those locations.

While 74% of WIRC services are already provided in non face to face format, there is good reason to explore the expansion of information provision through the newer technological platforms available.

While WIRC data shows that the provision of current WIRC services is well received by women accessing the service, the services offered are not accessed by young women, older women, Indigenous women or Culturally and Linguistically Diverse (CALD) women. In a more

constrained fiscal environment it is critical that consideration be given, and changes made, to ensure government funded services are targeted at and accessible to those people in the community who are most disadvantaged.

This project considered the drivers described above in formulating options for the provision of the services currently offered by WIRC in a way that responds to the current environment and has the potential to improve accessibility to those in the community most in need.

### **1c Business benefits**

- Improved accessibility and targeting of WIRC services.
- Reduction in duplication of services.
- Reduction in the need for clients to have multiple points of contact with CSD.

### **1d End product**

Options (and justifications) for delivering the current suite of WIRC services in a more modern and accessible way, with particular attention to improved access for the most disadvantaged in our community.

### **1e Out of scope**

- Changes to the Theo Notaras Multicultural Centre layout.
- Logistics of the move from WIRC to Theo Notaras Multicultural Centre.
- Managing WIRC staff changes and/or redeployment.

### **1f Work breakdown structure**

#### **Research and consultation**

- Consultation:
  - WIRC staff
  - Community sector bilateral consultation
    - DVCS
    - CRCC
    - Beryl
    - Doris
    - Toora
- Research:
  - WIRC services provided
  - WIRC data
  - Other models within ACT and Australia
  - Potential and existing synergies

#### **Development of options**

- Draft Options Paper which includes options for service delivery and implementation plans for each service function
- Consult on draft
- Incorporate consultation and finalise paper

## 2. RESEARCH AND CONSULTATION

### 2a Research

#### Other jurisdictions

A number of State and Territory governments in Australia provide some form of 'free and confidential information and referral service about government agencies and community services supporting women' (Queensland Government).

Of the four jurisdictions with identified women's information services, South Australia, Victoria, Queensland and Western Australia, three provide the service within government and one, Victoria is community based. Two of the four, Victoria and South Australia, offer a shopfront facility.

South Australia also operates 'satellite' services in regional locations. These locations (in other government shopfronts, provide a range of written information and a free phone service to the Adelaide centre.

Only the Victorian service, provided by a community based organisation, offers a range of services other than information and referral such as programs, classes and professional development.

#### WIRC DATA (2012-2013)

WIRC data (2012-2013) shows that of the total 12,470 contacts with clients, nearly half or 5,787 were via telephone, 3,068 were via email and 330 via post. Therefore 74% of the services currently provided by WIRC are not provided face to face.

Of the 2,476 face to face contacts, 1,697 'dropped in' to the service, 380 clients accessed the WIRC library or the internet services provided and 399 attended a booked appointment.

Across both the non face to face and face to face services, the four most common areas of information sought were:

- Information on WIRC support groups/information sessions (20%)
- General information (10%)
- Financial or legal information (10%)
- Domestic violence (6%)

#### Support groups/information sessions

A range of support groups for women are facilitated by WIRC, including domestic violence support groups, self esteem based courses and legal or financial information sessions.

In 2012-2013, there were 52 attendees at the five domestic violence support groups offered (each running for between three to eight sessions).

Across a range of other courses targeting women's self esteem and relationships (including self esteem post separation, healthy relationships and self confidence courses) there were a total of approximately 130 attendees in 2012-2013. Data does not reveal whether the women

attending the domestic violence support groups are also attending the self esteem based courses, although WIRC staff report that many of the self esteem based courses are attended by women who have experienced domestic violence in the past (where the support groups are attended by women who have recently experienced domestic violence).

### **Other groups and information sessions**

While data shows high attendance with an average of 33 attendees, at the "Thinking Thursday sessions", (with topics such as: 'Dealing with change', 'mentoring', 'Getting organised', 'Building resilience in the workplace', 'presentation skills'), consultation with WIRC staff indicates these are attended predominantly by public servants, both Commonwealth and ACT. While this indicates an area of demand by women in the community, it is legitimate to question whether CSD as the provider of targeted human services is the appropriate provider of these. This interest has been referred to the relevant area of Chief Ministers and Treasury Directorate for consideration.

The courses/information sessions on financial matters showed relatively good attendance with 35 women attending four sessions. While a breakdown of the details of the attendees is not available, these courses appear relevant to CSD targeted service provision in that women as a group disproportionately experience poverty (particularly single mothers), and women escaping domestic violence often need support to regain control of finances, given financial control is a common component of domestic violence.

The same reasoning could be applied to the legal information sessions provided, with 24 attendees at the three information sessions offered in 2012-2013.

### **Incidental domestic violence disclosure contacts**

Consultation with WIRC staff indicated that many women may drop in or request information about a general area and then some way into that contact disclose domestic violence. This is not an uncommon approach in the areas of domestic violence and/or sexual assault where some level of trust often needs to be established prior to a disclosure. This is an important factor to take into consideration in changes to the model of information provision both for in person and phone contacts. WIRC staff were particularly concerned that in any area or service that may provide the general information, staff be adequately trained and supported to allow this form of disclosure to continue and support staff dealing with those disclosures.

### **Return to work Grants for Women Program**

This program is not a WIRC service or function but a program administered by the Office for Women which since 2010 has utilised space at WIRC to operate the program and meet with clients. The program has been moving to a more outreach based model for the last 6 months with the return to work grants officer trialling outreach visits in other CSD locations such as the Child and Family Centre's (CFC's) and the Housing ACT Central Access Point (CAP). The return to work officer in consultation for this report indicated a very positive response from women to this outreach approach. The worker particularly noted that the outreach at the CAP involved contact with a 'very different' target group and resulted in the provision of grants to a number of women who would otherwise not have accessed this service. The return to work grants function and officer will continue to expand this successful outreach approach to better target those most in need and improve access to this grants program.

This options paper does not address any issues related to the Return to Work Grants program as it is not a WIRC function.

## 2b CONSULTATION

Early consultation occurred with the Chair of the Multicultural Women's Advocacy Inc, Former Chair of the National Prevention of Violence Against Women Council, Chair of the Ministerial Advisory Council for Women and Women's Centre for Health Matters. All reported that they understood the need to modernise and change the current model of service provision and agreed that basing these services on a more outreached basis would enhance access for women in the ACT. It is also safe to assume that given the low numbers of clients from diverse backgrounds accessing WIRC services (7% ), this consultative group would respond favourably to the relocation of the shopfront functions to the Theo Notaras Multicultural Centre, given the central location of the Centre to a range of services for people from culturally diverse backgrounds.

Two consultation forums were also held on 18 and 25 October 2013 with representatives from the ACT Women's sector, including the Women's Centre for Health Matters, Domestic Violence Crisis Service, Canberra Rape Crisis Centre, Inanna, Women's Legal Centre and the Multicultural Women's Advocacy group. Minister Burch also met with her Women's Advisory Council to discuss the new service model.

WIRC staff have been provided with a range of consultation forums and these are ongoing in relation to employment and redeployment.

Ideas were sought at all consultations about ways to modernise and improve access to WIRC services.

Further consultation was held with WIRC staff about the range of services currently provided, their views on the strengths and weaknesses of the current model and how future service provision might occur. All WIRC staff were encouraged to continue contact at any time about other information they wished to have considered in the development of the new model.

Bilateral consultation occurred with a range of direct women's service providers in the ACT to invite suggestions about service delivery, which were considered in the development of the proposed model.

### 3 OPTIONS FOR MODEL OF SERVICE DELIVERY

#### Introduction

The ACT Government remains committed to addressing gender equality issues by funding and supporting a range of women specific services and ensuring mainstream services offer appropriate gender based service responses.

WIRC has clearly been a valued government service for women in the ACT for 35 years and in that time the services offered have evolved in response to demand but the approach to engaging women in the community has remained largely the same.

The Government is committed to ensuring that the services for women offered by WIRC will continue but the location from which they are delivered and in some cases the actual provider may change.

The need to evaluate and make changes to the current service delivery is twofold. Firstly it is critical that governments ensure their services are delivered in ways that ensures accessibility to those in the community most in need and secondly, as the ACT Government has made clear, in the current fiscal environment there is a need to stamp out duplication and deliver services in a more efficient way while minimising the impact on service delivery.

Recent internal changes resulting in the creation of the Community Participation Group in CSD which collocates the services and staff of the Office for Women, Office for Ageing and the Office for Multicultural Affairs also provides a context for re-evaluating WIRC services. One of the overarching aims of the Community Participation Group is to improve access to services for a range of groups in the community who may experience levels of disadvantage. In turn this reflects the ACT Governments broader objectives to ensure all members of the ACT community can, and where relevant are assisted to, access the full range of government and community based services.

The changes proposed here recommend retaining those WIRC functions that are appropriate for the ACT Government to provide and the outsourcing of those that are not. Additional recommendations are based on achieving efficiencies while maintaining service delivery.

#### 3a Information and referral phone line/email

Of the four other state or territory services similar to WIRC, only one is outsourced to a community provider. The other three services have been retained within government in recognition of the government's role in ensuring accessibility for women to the full range of government and community services.

A review of women's information and referral services conducted by WA in 2013 noted that no "distinct advantages for clients were observed",<sup>1</sup> in relation to the services being provided by a Non-Government Organisation. The report did however note that the visibility of the service as a distinct service was critical to success.

<sup>1</sup> Western Australia Government, *Community Information Evaluation Final Report*, Western Australia, 2013, p.14.

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It is therefore recommended that the provision of a distinct women's information and referral service be retained within ACT Government and located with the Community Participation Group within CSD.

**Recommendation One-** That the information and referral functions of WIRC be retained within ACT Government and located in the Community Participation Group of CSD.

The WIRC phone/email functions, which comprise 74% of the current WIRC workload, could be administered alongside the Older Persons Abuse Prevention and Information Line (APRIL) functions. The APRIL service is currently outsourced to Anglicare for \$70,000 per annum with the current contract due to expire at the end of January 2014. APRIL only receives on average less than seven calls per week and the service participates in some community stalls/information sessions across the year.

While this is not an efficient use of CSD funds, it must be acknowledged that it is difficult to maintain a phone line for much less than \$70,000, given the need for appropriate staff to be on hand and available. However, because staff need be on hand, increasing the usage of the service does not necessarily increase actual costs. Consequently it would be cost and resource efficient to combine the administration and management of the two existing phone services (April and the WIRC information line) while maintaining the two lines for the community.

It is recommended that the phone services be provided by appropriately skilled<sup>2</sup> CSD Community Participation Group in Theo Notaras Multicultural Centre, at least for the next 12 months, given the timeframe for the completion of the current contract with Anglicare (expiring 31 January 2014) and the need to ensure the transition and maintenance of current WIRC functions. The possibility of tendering out the two phone services as a single package at some later date is easily achieved at which time any problems in the combined service would have been resolved and attention around WIRC functions will have eased.

**Recommendation Two-** That the APRIL contract with Anglicare, expiring end January 2014, not be renewed and the budget and functions of that service be brought into CSD Community Participation Group and administered alongside the WIRC phone information line functions while maintaining separate phone numbers and badging.

### **3b Face to Face service provision**

In 2012-2013 WIRC had 2,476 face to face contacts, with 1,697 of these "dropping in", 380 accessing the library or internet and 399 attending a booked appointment.

Across all forms of WIRC service delivery, 35% of contacts are for information about WIRC courses or for 'general' information and another 10% for referral to legal or financial services. Only 6% of contacts relate to requests for information or support about domestic violence. Therefore an estimated 24 women a year access face to face services for support related to domestic violence. Nonetheless ensuring appropriate service provision for this group is important to maintain. As discussed earlier it is also important to consider that some women may disclose domestic violence only after receiving a response to their initial information request. It is therefore important that for any form of face to face services offered, staff be

<sup>2</sup> Noting that only 6% of requests relate to domestic violence.

available who are appropriately skilled and supported to respond to disclosures of domestic violence and refer clients to the appropriate support services.

To increase access to WIRC services in locations other than the city, it could be possible to create a number of identifiable 'outreach' locations in existing CSD sites where the face to face responses to information requests could be provided by identified existing CSD staff. It is recommended this model include the Theo Notaras Multicultural Centre as the primary or central hub, the three CFCs and the Housing ACT CAP as identified outreach sites. This will result in WIRC information and support being provided in Tuggeranong, Gunghalin, Belconnen and the city.

This model operates in South Australia who provide a Women's Information Service (WIS) with a central hub in Adelaide CBD and functions at rural and other locations noting that "WIS staff are not available at these locations" but women can access information at those sites and there is a free telephone contact to the service in Adelaide.

Locating the central hub in Theo Notaras Multicultural Centre with the Community Participation Group provides an opportunity to enhance access for women (particularly women from culturally diverse backgrounds) as well as ensuring a more streamlined and consistent approach to service delivery within CSD. Increasing outreach services at the Housing Central Access Point provides an opportunity to enhance access by a more disadvantaged group of women than currently reflected in the WIRC data and services at the CFC's improves accessibility for women residing in a wide variety of geographical locations.

As the primary requests for information received by WIRC are about WIRC support groups, general information and legal/financial information and referral it should not be difficult to identify and train specific and appropriate CSD staff to be able to respond at these locations.

**Recommendation Three-** That there be an identified WIRC central site at Theo Notaras Multicultural Centre and that consideration be given to creating outreach sites in the three Child and Family Services and the Housing Central Access Point. The outreach sites could have WIRC signage and information stands and specific workers (existing HACT and CFC staff) able to respond to the requests for information.

### 3c Incidental disclosures/safe space for women

The negative media and social commentary from sections of the women's sector about the remodelling of WIRC services has included concern about the loss of a 'safe space for women' in the ACT with one commenting that without WIRC 'there will be no safe women's space while there is space for men<sup>3</sup> and a safe space for gender diversity. Bilateral consultation with direct providers has not expressed as great a concern in this regard but was raised.

While the location at Theo Notaras Multicultural Centre is suitable as a safe space for women to drop in for a range of reasons such as the potential to improve access by women from diverse cultural backgrounds and the collocation of a range of community engagement functions, changes need to be made to the current physical layout which does not provide a sense of welcome and safety. While child safety is an issue that will need consideration, the primary barrier to the creation of a welcoming space is the presence of the security guard in

<sup>3</sup> The "mens space" they were referring to was Canberra Mens Centre (CMC). Should be noted that this is actually their administration office in the Griffin Centre which is not named as 'mens space' by CMC.

the foyer. In its current layout the first thing a woman accessing information or support would be met with is a male security guard behind glass, which is not conducive to the creation of a sense of 'safe space for women', even if the guard was a woman. A security guard is not only a significant obstacle for any clients who have come from countries where authorities were not trustworthy or safe, the presence of a security guard in general suggests there is a reason to be concerned about safety.

The placement of a security guard in the Theo Notaras Multicultural Centre was a response to a one-off incident where a young man accessing the Multicultural Youth Services threatened to harm himself. The incident was appropriately managed by Senior staff in the Office for Multicultural Affairs with no serious risk to their safety.

Given other CSD services such as Housing ACT, who have face to face contact with 35,000 client visits a year, some of whom can be extremely agitated, and don't require a security guard, there are clearly a range of other strategies that can be implemented to address any safety issues for staff while creating a welcoming place for clients.

The security guard also utilises physical space that is in short supply and required to accommodate the relocation of The Office for Women and Office for Ageing staff as well as some of the WIRC functions. The physical space occupied by the security guard could be renovated to include a safe and comfortable interview room for both the Women's Return to Work grants officer and the provision of WIRC information and drop in services.

Additionally it would provide a cost saving of approximately \$80,000 per annum.

**Recommendation Four-** That the security guard on level 2 of Theo Notaras Centre not be continued and that alternative strategies be employed to manage any potential risk to staff.

### **3d Domestic violence Support groups**

In 2012-2013 WIRC organised five support groups for women who have experienced domestic violence. Three of the groups were run at the WIRC site in the city, one at the Gunyah Indigenous women's service and one through Northside Community services. All five were facilitated by one of a number of women psychologists who have been providing the service to WIRC for some years. The groups varied from three to eight weekly sessions of three hours.

Many of the women attending the support groups were referred to WIRC by the Domestic Violence Crisis Service and/or were current or previous DVCS clients.

Between 2000 and 2006, the provision of the support groups was tendered to the community sector. However a review in 2006 found this was not successful. Consequently this function was brought back into WIRC. WIRC staff report that the non success of outsourcing the support groups was that the providers were not expert on domestic violence.

It is clear that DVCS are the primary experts and the primary source of clients in relation to domestic violence in the ACT. They are a well respected service across the women's sector and the community sector more broadly and have substantial expertise in the delivery of support and education services to women who have experienced domestic violence. Additionally, the current contract between the ACT Government and DVCS already contains outputs related to community education, counselling and support.

While the women's sector has expressed a reluctance to "pick over the carcass" of WIRC funds, consultation with the primary direct support providers, rather than advocacy based

groups such as the Women's Electoral Lobby, shows support for the need to remodel existing WIRC services, particularly in relation to the domestic violence support functions and see DVCS as the natural and most expert provider of this in the ACT.

Bilateral consultation with DVCS also shows agreement that they are the natural provider of these groups in the ACT. However the current political environment around the perceived "closure" of WIRC and the negative view amongst a section of the women's sector about this issue, places DVCS in a somewhat difficult position. It is recommended therefore that announcements at this time focus on the repackaging of the domestic violence support groups and the intention to have them conducted by an expert community sector agency, yet to be determined.

Bilateral consultations with the direct providers shows strong support for a move to a more flexible and outreach based approach to the provision of the support groups to enhance access by women in the community most in need, including Indigenous women and women from diverse cultural backgrounds. Suggestions included developing a rotating location and target group focus that could include groups specifically for women currently in domestic violence homelessness services provided at one of the refuges and groups at locations such as Winnunga Nimmityjah.

The women's services' providers also made comment that the geographic location of the groups should be expanded to meet the needs of services and women who do not find the city accessible. CSD has a number of locations that could be utilised for these support groups such as the CFCs which would enhance the provision of these services in a range of locations.

Providers also recommended re-evaluating the content of the support groups as they felt the same thing had been provided for many years now. It would be useful to allow for a full consultative evaluation to occur prior to 30 June 2013 to ensure continuity of service. This should be undertaken through a separate contract preferably administered by the selected provider of the support groups.

It needs to be recognised that within current funding allocation for this function not all needs and locations would be expected to be covered over the course of 12 months.

**Recommendation Five-** That the proportion of WIRC funds currently allocated to the provision of domestic violence support groups be transferred to a community agency expert in domestic violence from 1 July 2014. That this include a requirement to locate the groups in a variety of existing settings, such as at one of the refuges (for current and/or previous clients of the domestic violence homelessness services), Winnunga Nimmityjah and the CFCs.

**Recommendation Six-** That evaluation of the content of all domestic violence related support groups be conducted by an external provider in consultation with Women's Service providers prior to 30 June 2014.

### 3e Other courses

WIRC provides a range of courses including 'self esteem after domestic violence', general 'self esteem', 'moving on after separation' and 'healthy relationships'. WIRC staff report that most attendees at these courses are women who have experienced domestic violence in the past but are no longer at the early or crisis stage of the recovery process. These courses are run either with four to six sessions of three hours. In 2012-2013 they were run 10-12 times with an average of six participants in each course.

This data does suggest a demand for this type of post crisis support group. However while a large numbers of attendees is not desirable for a support group (rather than for an information based group or course), six attendees is low and suggests these courses could be run less often with more participants in each course.

While it is not strictly necessary to have the same provider run these courses as for the domestic violence support groups, there is merit in doing so. Having one provider coordinating the groups and courses contributes to easier accessibility and a more integrated programmatic approach to determining content and topics.

However consultation with the women's services sector strongly suggests there is a need to review what courses are provided as well as a review of the content of the domestic violence support groups. One community provider also noted that at some stage in the past WIRC had regularly facilitated the provision of a support group for women who had experienced childhood sexual abuse but that somehow this had dropped off the calendar. It is recommended that a full and funded consultation and review of the courses be undertaken prior to 30 June 2014 which would allow for uninterrupted service provision. This could be done through a select tender process to ensure an appropriate provider experienced in the provision of womens services and/or support groups.

**Recommendation Seven-** That the provision of the current WIRC courses related to post crisis domestic violence support be included in recommendations 5 and 6 of this report.

### 3f Information sessions

The current information session on finances and legal issues are relatively well attended. However, WIRC staff report that most attendees are women who have experienced domestic violence. Rather than women who have experienced domestic violence having to attend separate sessions (and address childcare and transport issues for each one), it is logical that financial and legal information be included in the support groups (where the provider can bring in appropriate expertise such as Women's Legal Service), particularly as the legal and financial community providers also run separate information sessions as part of their service provision.

Additionally, having one contract with one provider, rather than outsourcing a number of small contracts goes some way to addressing the issues raised in consultations that the gender based focus of WIRC will be lost if there is a 'piecemeal' approach to remodelling the services.

While attendance at the 'Thinking Thursday' sessions provided by work have reasonably good attendance, WIRC staff report that they are overwhelmingly attended by public servants. While there is an obvious demand, with an average of thirty-three attendees at each session, the client group is not a target group for CSD. It is therefore recommended that these sessions be discontinued and be forwarded to CMTD for consideration as part of their 'supporting our staff' commitments.

**Recommendation Eight-** That the current information sessions on financial and legal issues be included in the domestic violence support groups, that the Thinking Thursday sessions cease and that information on the demand for the Thinking Thursday sessions is passed to CMTD for their consideration.

### 3g Name and badging

As the name WIRC currently contains the word “centre” and the remodelling offers services in a range of locations it is possible the use of the word “centre” could be misleading. Given the clear attachment some members of the community have to the existing WIRC service it is recommended that the name be changed to either the Women’s information and Referral Network (WIRN) or the Women’s Information Network (WIN). WIRN retains the general emphasis and a connection to the previous name and WIN could be confused with WIN television, however WIN is a more meaningful acronym. It is recommended that consultation with the sector occur to determine the preferred name.

Given financial constraints and other significant changes it is not suggested that all publications etc be immediately changed, but phased in over the next 12 months as the functions become bedded down in their new form.

**Recommendation Nine-** That a decision be made to change the name WIRC and conduct consultation with the sector on the new name and it then be phased in across publications and documents over a 12 month period.

### 3h Future platforms

In most other jurisdictions in Australia, information services for women, similar to WIRC are provided in online and phone format. For example Women’s Infolink in Queensland provides a ‘confidential information and referral service about government and community services for women’ via a 1800 number during business hours and a “Find a service” on line function to search in a variety of categories for local relevant services. Additionally they have a range of fact sheets and other publications available on line. The service is provided by the Queensland Government through their Office for Women.

In order to increase access and adapt to new platforms it is recommended that CSD and in particular the Community Participation Group improve the current accessibility of on-line information for women over the next 12 months.

**Recommendation Ten-** That CSD explores improvements to the current provision of on-line information for women over the next 12 months.

The NSW Government has developed and made available the “Aurora” phone application for women experiencing domestic violence or who are worried about their relationship. The app allows women to message trusted friends and or the police in situations where they have concerns for their safety and the app contains useful and critical information on services and supports that are available. The app has been designed with a range of safety features and is available for free download. This app provides a new platform to support women in situations of domestic violence and could be seen to have particular application for young women and across Australia and in the ACT a very significant proportion of women experiencing domestic violence are young women.

**Recommendation Eleven-** That the Office for Women investigate the development/purchase of an ACT specific phone app for women experiencing domestic violence.

## **LIST OF RECOMMENDATIONS**

**Recommendation One-** That the information and referral functions of WIRC be retained within ACT Government and located in the Community Participation Group of CSD.

**Recommendation Two-** That the APRIL contract with Anglicare, expiring end January 2014, not be renewed and the budget and functions of that service be brought into CSD Community Participation Group and administered alongside the WIRC phone information line functions while maintaining separate phone numbers and badging.

**Recommendation Three-** That there be an identified WIRC central site at Theo Notaras Multicultural Centre and that consideration be given to creating outreach sites in the three Child and Family Services and the Housing Central Access Point. The outreach sites could have WIRC signage and information stands and specific workers able to respond to the requests for information.

**Recommendation Four-** That the security guard on level 2 of Theo Notaras Centre not be continued and that alternative strategies be employed to manage any potential risk to staff.

**Recommendation Five-** That the proportion of WIRC funds currently allocated to the provision of domestic violence support groups be transferred to a community agency expert in domestic violence. That this include locating groups in a variety of existing settings, such as a group at one of the refuges (for current and/or previous clients of the domestic violence homelessness services), a group at Winnunga and groups at Tuggeranong or other CFCs.

**Recommendation Six-** That evaluation of the content of all domestic violence related support groups and courses be conducted by an external provider in consultation with Women's Service providers prior to 30 June 2014.

**Recommendation Seven-** That the provision of the current WIRC courses related to post crisis domestic violence support be included in the recommendations 5 and 6.

**Recommendation Eight-** That the current information sessions on financial and legal issues be included in the domestic violence support groups, that the Thinking Thursday sessions cease and that information on the demand for the Thinking Thursday sessions is passed to CMTD for their consideration.

**Recommendation Nine-** That a decision be made to change the name WIRC to either the Women's Information and Referral Network (WIRN) or Women's Information Network (WIN) and phased in across publications and documents over the next 12 months.

**Recommendation Ten-** That CSD explores improvements to the current provision of on-line information for women over the next 12 months.

**Recommendation Eleven-** That the Office for Women investigates the development/purchase of an ACT specific phone app for women experiencing domestic violence.

| Current WIRC service provision                                       | Option                                                                                                                                      | Costs                                                                                                                                   | Provider/staff                                                                                                                                                                                                                                              | Approx % current WIRC output | % current function maintained in new delivery format |
|----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|------------------------------------------------------|
| Phone/email information service- 9 am to 5pm Mon to Frid             | Combine administration of Elder APRIL and WIRC phone services within CSD Community participation group with separate numbers for community. | \$70,000 per annum already expended on APRIL for less than once call per day- incorporating WIRC phone no costs on top of that \$70,000 | CSD- 1xAS04 p/t and one AS03/pt to manage both lines and email and some occasions of community engagement (ie stalls at community events). Supported by the retained AS04 at .65 FTE, given that 20% current information requests relate to support groups. | 74%                          | 100%                                                 |
| Drop in information and support service                              | Relocated to Theo Nataras centre                                                                                                            | Nil- absorbed by allocated AS04 and CPG staff                                                                                           | CSD                                                                                                                                                                                                                                                         | 14%                          | 100%                                                 |
| Development of WIRC calendar and organising groups/training          | Calendar and organisation of groups provided by 1x AS04 (at .65FTE) supported by and located with the Community Participation Group         | 1x 0.65 AS04 = \$49,595<br>+ printing costs \$2250                                                                                      |                                                                                                                                                                                                                                                             | 7%                           | 100%                                                 |
| Facilitate operation of Domestic violence support groups and courses | Outsource to community provider                                                                                                             | \$40,000 to community expert provider                                                                                                   | Contracted community provider                                                                                                                                                                                                                               | 3%                           | 100%                                                 |

|                                                              |                                                                                                              |         |              |      |                                                      |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|---------|--------------|------|------------------------------------------------------|
| Facilitate operation of Financial/legal information sessions | Incorporate into the domestic violence support groups                                                        | \$5,000 |              | 1.5% | 100%                                                 |
| Provision of 'Thinking Thursday' sessions                    | Attendees are primarily public servants and the sessions relate to career development – not CSD target group | Nil     | Discontinued | .5%  | 0%                                                   |
| Domestic violence phone app                                  | Investigate purchase/development support phone app like 'Aurora' in NSW                                      | Unknown |              | Nil  | Additional                                           |
|                                                              |                                                                                                              |         |              |      | <b>Total current WIRC services continued = 99.5%</b> |

Total costs (not including \$70,000 elder abuse line) = \$102,595. Budgeted costs= \$105,000 – note- does not include purchase/development of the app

TRANSITION PLAN TO 1 July 2014

WIRC phone/email

DRAFT

**Matthews, David**

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**From:** Manikis, Nic  
**Sent:** Tuesday, 3 December 2013 6:06 PM  
**To:** Matthews, David  
**Subject:** FW: WIRC project doc  
**Attachments:** WIRC project doc.doc

Early draft for your review for tomorrow morning.

Cheers

nic

---

**From:** Doyle, Bridle  
**Sent:** Tuesday, 3 December 2013 5:17 PM  
**To:** Manikis, Nic  
**Subject:** WIRC project doc

Promise this is the last one I will fiddle with- you of course can make changes tho.

Cvheers

**Matthews, David**

---

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

Biljana, Flor, Rosemary and Chikee

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

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

I regret any misunderstanding that this may have caused.

Cheers

nic

---

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

Hi Nic,

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

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

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

- 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"
- 1<sup>st</sup> Nov – Biljana, Chikee and I received the Redeployment letter clarifying our status.

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

Happy to extend.

Kind Regards,

Flor

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

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](http://www.women.act.gov.au)

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**From:** Manikis, Nic

**Sent:** Monday, 2 December 2013 11:25 AM

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

**Subject:** wirc 8 questions

Team

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

I apologise for the delay in formally responding in writing.

I am happy to discuss any queries you may have.

Cheers

Nic

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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 |  
GPO Box 158, Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

**From:** Elizabeth Spence [<mailto:Elizabeth.Spence@cpsu.org.au>]  
**Sent:** Wednesday, 30 October 2013 12:11 PM  
**To:** Sermenov, 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.

P

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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](http://www.cpsu.org.au) | member service centre 1300 137 636

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## **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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## Matthews, David

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**From:** Manikis, Nic  
**Sent:** Tuesday, 3 December 2013 5:31 PM  
**To:** Howson, Natalie; Chapman, Sue; Matthews, David  
**Subject:** FW: discussion with Sue Salthouse

FYI

nic

---

**From:** Doyle, Bridie  
**Sent:** Tuesday, 3 December 2013 5:28 PM  
**To:** Manikis, Nic  
**Subject:** discussion with Sue Salthouse

Hi Nic

As requested I had a conversation with Sue Salthouse today about the changes to WIRC.

She was pleased to hear that 99.5% of the WIRC functions will continue. She said it was very important to create a safe space for women and she was supportive of using the Theo Notaras Multicultural Centre for the location in which to do that (assuming we would take into consideration not locating that where men may generally mingle etc).

She was also supportive of outsourcing the support groups to a community provider but strongly stated the need for that to be 'properly resourced'. (We had a good conversation then about whether it is more useful for women with a disability to attend support groups say on domestic violence with other women with a disability or 'mainstream' ones with good consideration of the issues for women with a disability).

She seemed surprised about how few women with disabilities currently access WIRC (in 2012-2013 it was 0.97%).

Let me know if you want any other information.

Regards  
Bridie

**Matthews, David**

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**From:** Manikis, Nic  
**Sent:** Tuesday, 3 December 2013 3:01 PM  
**To:** Petrova, Biljana  
**Subject:** FW: funtion for WiRC

Biljana

Just to confirm our conversation this afternoon

- 1) 12 December 2013 function confirmed for 3pm.
- 2) invitations have been sent out to past clients and past and current service providers with a long term connection with WiRC and RSVPs steadily coming in.
- 3) You to consider venue change for the function to be at the Theo Notaras Multicultural Centre function room at the same time and date.
- 4) You to invite DG to attend and speak at the function.

I also mentioned to you Sue Chapman's ideas for decorations for the function room and a tribute to the WiRC past through displays of historical publications etc.

Thank you

**Nic Manikis** Director, Community Participation Group  
**Ph** 620 50522 | **Fax** 620 75862 | **mob** 0423014455  
Community Services Directorate | **ACT Government**  
Theo Notaras Multicultural Centre  
Level 2 , 180 London Circuit Canberra  
GPO Box 158 Canberra ACT 2601 | [nic.manikis@act.gov.au](mailto:nic.manikis@act.gov.au)



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**Matthews, David**

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**From:** Manikis, Nic  
**Sent:** Tuesday, 3 December 2013 2:55 PM  
**To:** Chapman, Sue  
**Cc:** Matthews, David  
**Subject:** funtion for WiRC

Sue

Biljana has advised me that:

- 1) 12 December 2013 function confirmed for 3pm;
- 2) invitations have been sent out to past clients and past and current service providers with a long term connection with WiRC and RSVPs steadily coming in.

I asked Biljana to consider venue change for the function to be at the Theo Notaras Multicultural Centre function room at the same time and date. She responded well and will arrange for the function to take place at the Centre instead of the WiRC office space.

Biljana will also invite DG to attend and speak at the function.

I mentioned to her your ideas for decorations and a tribute to the past through historical publications etc.

cheers

**Nic Manikis** Director, Community Participation Group  
**Ph** 620 50522 | **Fax** 620 75862 | **mob** 0423014455  
Community Services Directorate | **ACT Government**  
Theo Notaras Multicultural Centre  
Level 2 , 180 London Circuit Canberra  
GPO Box 158 Canberra ACT 2601 | [nic.manikis@act.gov.au](mailto:nic.manikis@act.gov.au)



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**Matthews, David**

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**From:** Dutt, Kanchan  
**Sent:** Tuesday, 3 December 2013 2:34 PM  
**To:** Chapman, Sue; Matthews, David; Manikis, Nic; Callen, Michelle; Aguilera, Alicia; Doyle, Bridie  
**Subject:** WiRC Q&A  
**Attachments:** WiRC Q&A.docx; CSD 22 - Improving Services for Women in the ACT (2).doc

Hello all,

Please find attached a draft Q&A on WiRC for the CSD website. Appreciate any feedback. It is based on the CM's Talkback brief (also attached).

Cheers,

Kanchan

Kanchan Dutt | Senior Manager

**T: 02 6205 0282** | M: 0478 301 615

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

Level 8, 11 Moore St, Canberra City | GPO Box Canberra 158 | [www.communityservices.act.gov.au](http://www.communityservices.act.gov.au)



@CSD\_ACT



Community Services Directorate



## Women's Information and Referral Centre Q&A

### What is happening to the Women's Information and Referral Centre?

There is an emerging need to change the Women's Information and Referral Centre (WiRC) model that has been in place since the establishment of the Centre 35 years ago. WiRC has served the community well but the way that women access services has changed and we need to reflect that. The changes being introduced will reduce duplication in services while providing better outreach so that women have better access to our programs and services.

### Will this mean the end to services for women?

No. No programs will be closed as a result of the closure of the centre. Some of the programs that had been located at the WiRC centre on London Circuit, Civic, will be moved to the ACT Government's Theo Notaras Multicultural Centre in Civic. Other services will be moved to appropriate sites in other parts of Canberra.

The ACT Government and community sector run a range of programs for women and these will continue.

### When will WiRC close?

The last services will be run out of the WiRC centre on December 13 2013. Through December and January 2014 the services will be moved to their new locations.

### What's the evidence for closing WiRC?

In 2012-13, almost three-quarters of the various forms of contact with WiRC by women were over phone, via email or by fax. These forms of communication can be provided from any location in the ACT. The focus of our changes is increasing the range of locations that the services are available from so that more women can access them.

The changes will also reduce administration costs and service duplication, both important considerations when looking to deliver services efficiently.



**ACT**  
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Community Services

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w [www.communityservices.act.gov.au](http://www.communityservices.act.gov.au)

**Matthews, David**

---

**From:** Manikis, Nic  
**Sent:** Tuesday, 3 December 2013 2:13 PM  
**To:** Matthews, David  
**Subject:** WIRC Service Redesign Questions  
**Attachments:** WIRC Service Redesign Questions.docx

David

Another 8 questions from the WIRC staff.

Can you please consider responses before I send off to them.

Cheers

nic

## **WIRC Service Redesign Questions**

**1. When is the last day of operation at current premises?**

13 December 2013.

**2. How to respond to questions from services and individuals wanting to access Term 1 and 2 programs next year?**

Courses and Training will proceed for the first half of next year as usual.

**3. What is the consultation process going to involve and who is in charge of it?**

The consultation process involves discussions with WiRC staff, broader Community Participation Group staff and representatives from the womens sector as well as with members of the Ministerial Womens Advisory Council. The consultation process takes two approaches: one for the industrial issues with staff and the other for the service redesign of the new model.

The Director of the Community Participation Group is the responsible executive in the Community Services Directorate for the consultation process.

**4. What is the proposed change model process?**

The change model process involves:

- (1) the clear identification of officer/s responsible for the change process;
- (2) ensuring that WiRC staff are consulted about their future and have the opportunity to provide input for the new service model;
- (3) ensuring that those in the community representing (or providing services to) the client group have every opportunity to contribute to the new service model;
- (4) making the best decisions for the clients ensuring continuity and quality of services targeted to those most in need and consistent with CSD values; and
- (5) development of a communication strategy to accompany the new service model.

**5. Has the bottom line been decided?**

Yes.

**6. Can we have access to the evaluation/review of the current model?**

There has been several reviews undertaken of the WiRC model in the past. WiRC staff may have access to these historical documents.

**7. Can we have access to detailed analysis of the WiRC budget?**

A detailed analysis of the WiRC budget has not been undertaken.

**8. How will the new model of service delivery measure access by women most vulnerable in the community?**

The annual WiRC surveys conducted in the past will be continued into the future.

**Matthews, David**

---

**From:** Manikis, Nic  
**Sent:** Tuesday, 3 December 2013 11:37 AM  
**To:** Chapman, Sue; Matthews, David  
**Subject:** FW: protest scheduled for Thursday

FYI....Apparently being organised in front of Legislative Assembly.

Cheers

nic

---

**From:** Wensing, Veronica  
**Sent:** Tuesday, 3 December 2013 11:06 AM  
**To:** Manikis, Nic  
**Subject:** protest scheduled for Thursday

Hello Mick

I have just been informed by member of the public that there is a protest planned on Thursday about the W IRC closure. Not sure exactly what time.

I understand that women are being asked to bring along \$.20 cents that has been calculated to be the savings gained by the closure.

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](mailto:Veronica.wensing@act.gov.au)  
Level 2, The Notaris Building, 180 London Cct  
GPO Box 158, Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

Please note

I work part time.



**Matthews, David**

---

**From:** Matthews, David  
**Sent:** Monday, 2 December 2013 7:40 PM  
**To:** Aguilera, Alicia  
**Cc:** Manikis, Nic  
**Subject:** Re: WiRC closure message

Great idea, acknowledging past achievements and new approach.

David Matthews

> On 2 Dec 2013, at 10:07 am, "Aguilera, Alicia" <[Alicia.Aguilera@act.gov.au](mailto:Alicia.Aguilera@act.gov.au)> wrote:  
 >  
 > Hi David and Nic  
 >  
 > Would it be wise to prepare an all-staff message re the closure of WiRC for next Friday?  
 >  
 > Thanks  
 > Alicia  
 >  
 > -----Original Message-----  
 > From: Dutt, Kanchan  
 > Sent: Monday, 2 December 2013 9:59 AM  
 > To: Aguilera, Alicia  
 > Subject: RE: WiRC closure message  
 >  
 > Hello Alicia,  
 > Good idea. They are planning some kind of farewell event at WiRC on the last day so it might line up with that.  
 > Are you blue to suggest it to Nic and David M in the first instance? If they're on board we can run past Sue/Natalie.  
 > Cheers,  
 > Kanchan  
 >  
 > From: Aguilera, Alicia  
 > Sent: Monday 2 December 2013 09:56  
 > To: Dutt, Kanchan  
 > Subject: WiRC closure message  
 >  
 > Hi Kanchan  
 >  
 > Considering WiRC is closing next Friday do you think the DG will want to send a message to all staff?  
 >  
 > Thanks  
 > Alicia  
 >  
 > Alicia Aguilera | Senior Media & Communications Officer  
 > T: 02 6207 6275 | F: 02 6205 0279  
 > Media and Communications | Community Services Directorate | ACT Government Level 8, 11 Moore St, Canberra  
 > City | GPO Box 158 Canberra City 2601 |  
 > [www.communityservices.act.gov.au](http://www.communityservices.act.gov.au)<<http://www.communityservices.act.gov.au>>  
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> <image002.jpg>  
> <image003.jpg>

**Matthews, David**

---

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

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"
- 1<sup>st</sup> Nov – Biljana, Chikee and I received the Redeployment letter clarifying our status.

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

Happy to extend.

Kind Regards,

Flor

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

**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](http://www.women.act.gov.au)

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**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

---

### **WIRC Service Redesign Meeting, 16 October 2013**

#### **Questions**

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

8. How will the new model of service delivery measure access by women most vulnerable in the community?

FYI

**From:** Petrova, Biljana

**Sent:** Tuesday, 15 October 2013 3:57 PM

**To:** Winter, Jancye

**Subject:** WIRC Questions

Hi Jancye,

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

Regards,

Biljana

Biljana Petrova | Manager |

Phone 02 6205 0713 | Fax 02 6205 1077 |

Community Participation Group | Office For Women |

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

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

GPO Box 158, Canberra ACT 2601 | [www.act.gov.au](http://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, 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.

ok

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](http://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>

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## **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.

**Matthews, David**

---

**From:** Manikis, Nic  
**Sent:** Monday, 2 December 2013 11:25 AM  
**To:** Petrova, Biljana; Sermeno, Flor; Rope, Rosemary; Bascomb, Amy; Bejar, Chikee  
**Subject:** wirc 8 questions  
**Attachments:** wirc 8 questions.doc

Team

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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.

**Matthews, David**

---

**From:** Aguilera, Alicia  
**Sent:** Monday, 2 December 2013 10:07 AM  
**To:** Matthews, David; Manikis, Nic  
**Subject:** FW: WiRC closure message  
**Attachments:** image001.gif; image002.jpg; image003.jpg

Hi David and Nic

Would it be wise to prepare an all-staff message re the closure of WiRC for next Friday?

Thanks  
 Alicia

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

**From:** Dutt, Kanchan  
**Sent:** Monday, 2 December 2013 9:59 AM  
**To:** Aguilera, Alicia  
**Subject:** RE: WiRC closure message

Hello Alicia,  
 Good idea. They are planning some kind of farewell event at WiRC on the last day so it might line up with that.  
 Are you blue to suggest it to Nic and David M in the first instance? If they're on board we can run past Sue/Natalie.  
 Cheers,  
 Kanchan

---

**From:** Aguilera, Alicia  
**Sent:** Monday 2 December 2013 09:56  
**To:** Dutt, Kanchan  
**Subject:** WiRC closure message

Hi Kanchan

Considering WiRC is closing next Friday do you think the DG will want to send a message to all staff?

Thanks  
 Alicia

Alicia Aguilera | Senior Media & Communications Officer  
 T: 02 6207 6275 | F: 02 6205 0279  
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[Flynn Newsletter No 2 - 20 June (2).jpg]

**Matthews, David**

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**From:** Matthews, David  
**Sent:** Sunday, 1 December 2013 2:15 PM  
**To:** Chapman, Sue  
**Subject:** FW: WIRC  
**Attachments:** CSD 22 - Improving Services for Women in the ACT.DOC

Sue,

An update - Nic has advised that they will have a draft paper of the new model for Monday. I have also talked with Kanchan about an overarching narrative for the changes (see attached).

At this stage I have a meeting with him and Bridie first up on Wednesday to finalise (bearing in mind I will be at the Blueprint event Monday and Tuesday). I can try to bring this forward if needed.

I was not planning on coming to Minister Burch meeting, but can attend if needed. Alternatively, I could ask Nic to attend.

Cheers  
 David Matthews

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

**From:** Howson, Natalie  
**Sent:** Friday, 29 November 2013 10:13 PM  
**To:** Matthews, David; Chapman, Sue  
**Cc:** Daw, Lesley  
**Subject:** Re: WIRC

Pls discuss  
 Natalie Howson  
 Director General  
 Community Services Directorate  
 Ph:02 62055335

On 29/11/2013, at 6:07 PM, "Matthews, David" <David.Matthews@act.gov.au> wrote:

> I thought you might want to see Susan Helyar's correspondence - we are preparing a response.

>

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

> **From:** Susan Helyar [mailto:director@actcoss.org.au]  
 > **Sent:** Friday, 29 November 2013 10:31 AM  
 > **To:** Chapman, Sue; Doyle, Bridie  
 > **Subject:** WIRC

>

>

> Hi Sue here is the letter we will send to the Chief Minister and Minister for women Cheers Susan

>

>

> WOMEN'S INFORMATION AND REFERRAL CENTRE (WIRC) LOCATION AND ROLE

>

> As the peak body of the community sector, we are writing to you in response to the recent ACT Government decisions regarding the Women's information and Referral Centre (WIRC). This letter and the advocacy asks it contains represents the views of a number of organisations and individuals, including:

- >
- > • Beryl Women Inc.
- > • Canberra Rape Crisis Centre
- > • Domestic Violence Crisis Service
- > • Innana Inc.
- > • Toora Women Inc.
- > • Women's Centre for Health Matters
- > • Women's Legal Centre
- > • YWCA of Canberra
- > • Rianne Williams (representing current providers of WIRC programs) We see this as an opportunity to reorganise and reorient services to support vulnerable and disadvantaged women in the ACT, and we would like to work collaboratively and constructively with the government to achieve this.

>

> We believe there are three key issues to address.

>

> The most urgent issue to address is the location of WIRC post 13 December 2013, and securing a commitment to maintain existing funding levels for women-specific services.

>

> The second issue is a need to develop a service model for information, referral and response services that is appropriate and effective in meeting the needs of women in the ACT and addressing the causes of over-representation of women in disadvantaged and vulnerable groups.

>

> The third matter to deal with is the development of an overall vision and framework for provision of women-specific and trauma-informed services that makes best use of funds, expertise and community linkages available in the ACT.

>

> The advocacy ask below proposes a way forward on each of these issues:

>

> 1. The ACT needs a women's safe space located in the community that can be built into a women's centre that is a hub for women-specific, trauma-informed community development, information, and supported referral. This hub would operate using a service model that is strengths-based, community located and led, outreach focused and both leverages existing expertise and expands expertise and capacity in the ACT.

>

> 2. The ACT Government needs to commit to:

- >
  - > • Provide advice to the community on what problems they have identified with the current operation and model of WIRC, and the evidence and data that underpins the identification of this problem.
  - > • Current staff and financial resources for WIRC remaining available to use now and in the future to meet ongoing and growing needs of women, who are over-represented in many domains of disadvantage and vulnerability.
  - > • An independent cost-benefit analysis, using available research and evidence, of the service model of WIRC.
- > 3. There is a phased approach to implementation of changes in WIRC:

>

> Phase one: Staff in WIRC are not moved to the North building in Civic, but instead to a community-based site where the staff can co-locate with another women's specific organisation.

>

> Phase two: A collaborative approach is used to develop the service model for a women's centre via dialogue between Community Services Directorate (including the Office for Women) and relevant organisations, concerned individuals and citizens associations. The development process should be informed by current evidence regarding the current and emerging needs of women, opportunities to interconnect with existing services, clarification of the gaps in existing provision and the evidence of good practice in addressing these gaps. The outcomes from this phase should be an overarching framework for current and future provision of women specific services in the ACT and a service model for a women's centre.

>

> Phase three: Development of a plan and evaluation strategy for implementation of the agreed service model, and establishment of a joint community/government steering committee to oversee implementation and evaluation.

>

> Phase four: Development of a plan for full implementation of the framework for women-specific services in the ACT

>

>

>

> --

> Susan Helyar

> Director | ACT Council of Social Service Inc. (ACTCOSS) Justice + Equity + Social Inclusion + Reconciliation

> Ph: 02 6202 7200 or 0448 791987 | [director@actcoss.org.au](mailto:director@actcoss.org.au) PO Box 849, Mawson ACT 2607 | Weston Community Hub, 1/6 Gritten Street, Weston ACT 2611 [www.actcoss.org.au](http://www.actcoss.org.au) | Office ph: 02 6202 7200 | Fax: 02 6281 4192

>

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>

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## Chief Ministers Talkback Brief

### CSD 22: Improving Services for Women in the ACT

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15 November 2013

| <b>Minister responsible:</b> | <b>Directorate:</b> | <b>Contact Officer:</b> |
|------------------------------|---------------------|-------------------------|
| Joy Burch                    | Community Services  | Nic Manikis<br>62050522 |

---

#### 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.
  - WiRC has served the community well but the way that women access services has changed and we need to reflect that.
  - It is important to note that no services will be stopped as a result of these changes. The aim is to make sure more women can access them by providing them in a greater range of locations.
  - Our research shows that by far the largest forms of engagement involving WiRC were by phone or email and this can be carried out from any location.
  - Throughout December 2013 and January 2014 some of the services housed in WiRC will move to the Theo Notaras Multicultural Centre in the North Building and to other locations in North and South Canberra. The Centre currently houses a number of community groups such as Multicultural Woman's Advocacy and will eventually also house the ACT Office for Women.
  - The changes will reduce duplication in services while providing better outreach so that women have better access to our programs and services.
  - We have been talking to the community sector about this change since it was announced and are continuing this dialogue.
-

## Chief Ministers Talkback Brief

### CSD 22: Improving Services for Women in the ACT

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- These changes will also see savings in administrative costs and an opportunity to reinvest a portion of these savings into the community sector.
- The broader Office for Women will remain and continue to deliver strategic advice.
- The *What's on for Women* calendar is due to be published as normal early next year once input has been finalised.

#### 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 other organisations.

#### Court Ordered courses at WIRC

- While no formal information is held on the numbers of staff accessing services at the Centre under an ACT court mandate, we estimate that it is around five a year.
  - Our understanding is that courts may direct people to attend particular types of courses not necessarily specify a location or provider. I reiterate our commitment to keeping the range of courses available under the new model.
-

## Chief Ministers Talkback Brief

### CSD 22: Improving Services for Women in the ACT

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- Similarly, the Care and Protection Service offers support and referral to community resources and this may include courses available through the Women's Information and Referral Centre.
- These courses will continue to be run in 2014 depending on demand.
- The courses will be advertised in the publication 'What's on in Canberra Jan-Jul 2014' - this will be available early in the New Year. We are still awaiting on input from some service providers for that calendar.

---

#### 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](http://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

In 2012–13, WIRC staff responded to 12,375 contacts, including 5,693 by telephone, 3,477 by fax, post or email, 1,698 drop-in visits, 380 instances of internet and library use, 398 face-to-face scheduled appointments, and 729 course, support group and/or information session attendees.

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**Matthews, David**

---

**From:** Manikis, Nic  
**Sent:** Sunday, 1 December 2013 1:54 PM  
**To:** Matthews, David  
**Subject:** Re: WiRC changes QAs 02 10 13 (2)

Thank you. Will have updated draft on Monday morning.  
Cheers

Nic

Sent from my iPad

On 1 Dec 2013, at 11:25 am, "Matthews, David" <[David.Matthews@act.gov.au](mailto:David.Matthews@act.gov.au)> wrote:

Looks good generally, but not completely sure about the 5th point. It looks like we are ignoring the drop in stats to minimize the number. Also, I don't think we should be saying that we are trying to increase face to face per se, but just to offer a range of options for women to access services in a way which they are most comfortable.

Cheers

David Matthews

On 28 Nov 2013, at 4:16 pm, "Manikis, Nic" <[NIC.MANIKIS@act.gov.au](mailto:NIC.MANIKIS@act.gov.au)> wrote:

David

There are questions that were put to me by the WiRC staff – I have addressed the questions in various discussions with staff but they now want answers in writing and the union rep reminded me this morning to get something in writing to the staff.

I have cleared the attached text with Maree and Bridie.

For your consideration before I send off to staff.

Cheers

Nic

<WiRC changes QAs 02 10 13 (2).doc>

**Matthews, David**

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**From:** Matthews, David  
**Sent:** Sunday, 1 December 2013 11:25 AM  
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**Subject:** Re: WiRC changes QAs 02 10 13 (2)

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I have cleared the attached text with Maree and Bridie.

For your consideration before I send off to staff.

Cheers

Nic

<WiRC changes QAs 02 10 13 (2).doc>

**Matthews, David**

---

**From:** Matthews, David  
**Sent:** Friday, 29 November 2013 5:25 PM  
**To:** Sermeno, Flor  
**Subject:** RE: Redesign Ideas

Thank you for this feedback and for your thoughts.

I too am looking forward to seeing Bridie's advice.

Regards

David Matthews

---

**From:** Sermeno, Flor  
**Sent:** Monday, 25 November 2013 1:39 PM  
**To:** Matthews, David  
**Subject:** Redesign Ideas

Hi David,

Following our meeting on Friday I have attached copy of proposed ideas that can be considered in the redesign model. It is based in my corporate knowledge and experience of the many transformation on this unit. The first draft was a proposal to Biljana and we worked together in a version provided to Veronica Wensing late last year. This is an updated version and I have to own most of the ideas Biljana might have a different perspectives.

I am very aware of the decision on my redeployment and do not identify myself in the proposed positions or seek advancement in that respect. My priority is to get a permanent full-time job at same level, utilising my skills and competencies.

We had a visit today from Bridie Doyle and have contributed to her consultation. Great choice she has vast knowledge of service provision for disadvantaged people.

Thank you again for your time on Friday and for your reassurance to a smooth transition during this changing process.

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](http://www.women.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

**Matthews, David**

---

**From:** Matthews, David  
**Sent:** Friday, 29 November 2013 4:55 PM  
**To:** Manikis, Nic  
**Cc:** Chapman, Sue  
**Subject:** RE: WIRC

We will need to prepare a response for early next week.

David Matthews

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

**From:** Manikis, Nic  
**Sent:** Friday, 29 November 2013 10:59 AM  
**To:** Matthews, David  
**Subject:** FW: WIRC

Fyi  
 nic

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

**From:** Doyle, Bridie  
**Sent:** Friday, 29 November 2013 10:53 AM  
**To:** Manikis, Nic  
**Cc:** Chapman, Sue  
**Subject:** FW: WIRC

Hi Nic

FYI- I know of no other instance where this sort of request would come in relation to a government service. While of course we would consider any suggestions I would think Government will and regularly does reform its services in line with its broader objectives and imperatives in the same way that the community agencies do for themselves!!

Regards  
 Bridie

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

**From:** Susan Helyar [mailto:director@actcoss.org.au]  
**Sent:** Friday, 29 November 2013 10:31 AM  
**To:** Chapman, Sue; Doyle, Bridie  
**Subject:** WIRC

Hi Sue here is the letter we will send to the Chief Minister and Minister for women Cheers Susan

#### WOMEN'S INFORMATION AND REFERRAL CENTRE (WIRC) LOCATION AND ROLE

As the peak body of the community sector, we are writing to you in response to the recent ACT Government decisions regarding the Women's information and Referral Centre (WIRC). This letter and the advocacy asks it contains represents the views of a number of organisations and individuals, including:

- Beryl Women Inc.
- Canberra Rape Crisis Centre
- Domestic Violence Crisis Service

- Innana Inc.
- Toora Women Inc.
- Women's Centre for Health Matters
- Women's Legal Centre
- YWCA of Canberra
- Rianne Williams (representing current providers of WIRC programs) We see this as an opportunity to reorganise and reorient services to support vulnerable and disadvantaged women in the ACT, and we would like to work collaboratively and constructively with the government to achieve this.

We believe there are three key issues to address.

The most urgent issue to address is the location of WIRC post 13 December 2013, and securing a commitment to maintain existing funding levels for women-specific services.

The second issue is a need to develop a service model for information, referral and response services that is appropriate and effective in meeting the needs of women in the ACT and addressing the causes of over-representation of women in disadvantaged and vulnerable groups.

The third matter to deal with is the development of an overall vision and framework for provision of women-specific and trauma-informed services that makes best use of funds, expertise and community linkages available in the ACT.

The advocacy ask below proposes a way forward on each of these issues:

1. The ACT needs a women's safe space located in the community that can be built into a women's centre that is a hub for women-specific, trauma-informed community development, information, and supported referral. This hub would operate using a service model that is strengths-based, community located and led, outreach focused and both leverages existing expertise and expands expertise and capacity in the ACT.

2. The ACT Government needs to commit to:

- Provide advice to the community on what problems they have identified with the current operation and model of WIRC, and the evidence and data that underpins the identification of this problem.
- Current staff and financial resources for WIRC remaining available to use now and in the future to meet ongoing and growing needs of women, who are over-represented in many domains of disadvantage and vulnerability.
- An independent cost-benefit analysis, using available research and evidence, of the service model of WIRC.

3. There is a phased approach to implementation of changes in WIRC:

Phase one: Staff in WIRC are not moved to the North building in Civic, but instead to a community-based site where the staff can co-locate with another women's specific organisation.

Phase two: A collaborative approach is used to develop the service model for a women's centre via dialogue between Community Services Directorate (including the Office for Women) and relevant organisations, concerned individuals and citizens associations. The development process should be informed by current evidence regarding the current and emerging needs of women, opportunities to interconnect with existing services, clarification of the gaps in existing provision and the evidence of good practice in addressing these gaps. The outcomes from this phase should be an overarching framework for current and future provision of women specific services in the ACT and a service model for a women's centre.

Phase three: Development of a plan and evaluation strategy for implementation of the agreed service model, and establishment of a joint community/government steering committee to oversee implementation and evaluation.

Phase four: Development of a plan for full implementation of the framework for women-specific services in the ACT

Susan Helyar

Director | ACT Council of Social Service Inc. (ACTCOSS) Justice + Equity + Social Inclusion + Reconciliation

Ph: 02 6202 7200 or 0448 791987 | [director@actcoss.org.au](mailto:director@actcoss.org.au) PO Box 849, Mawson ACT 2607 | Weston Community Hub, 1/6 Gritten Street, Weston ACT 2611 [www.actcoss.org.au](http://www.actcoss.org.au) | Office ph: 02 6202 7200 | Fax: 02 6281 4192

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**Matthews, David**

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**Sent:** Friday, 29 November 2013 10:59 AM  
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**Subject:** FW: WIRC

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--  
Susan Helyar

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**Matthews, David**

---

**From:** Manikis, Nic  
**Sent:** Thursday, 28 November 2013 4:17 PM  
**To:** Matthews, David  
**Subject:** WiRC changes QAs 02 10 13 (2)  
**Attachments:** WiRC changes QAs 02 10 13 (2).doc

David

There are questions that were put to me by the WiRC staff – I have addressed the questions in various discussions with staff but they now want answers in writing and the union rep reminded me this morning to get something in writing to the staff.

I have cleared the attached text with Maree and Bridie.

For your consideration before I send off to staff.

Cheers

Nic

## **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 data shows that in 2012-13 there were 398 face-to-face scheduled appointments at the WiRC offices, out of the total of 12,376 various forms of contact (0.03%). Our aim is to increase these face to face visits by ensuring that we are promoting the services undertaken by WiRC in an increased number of locations across the ACT.

**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.

**Matthews, David**

---

**From:** Dutt, Kanchan  
**Sent:** Thursday, 28 November 2013 11:26 AM  
**To:** Matthews, David  
**Subject:** RE: CSD 22 - Improving Services for Women in the ACT  
**Attachments:** CSD 22 - Improving Services for Women in the ACT.doc

Hello David,  
Suggested tracked changes in the attached.  
Cheers,  
Kanchan

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



@CSD\_ACT



Community Services Directorate

---

**From:** Matthews, David  
**Sent:** Thursday, 28 November 2013 11:07 AM  
**To:** Dutt, Kanchan  
**Subject:** Fwd: CSD 22 - Improving Services for Women in the ACT

Have you had a look at this yet?

It's been updated.

David Matthews

Begin forwarded message:

**From:** "Manikis, Nic" <[NIC.MANIKIS@act.gov.au](mailto:NIC.MANIKIS@act.gov.au)>  
**Date:** 28 November 2013 10:22:57 am AEDT  
**To:** "Matthews, David" <[David.Matthews@act.gov.au](mailto:David.Matthews@act.gov.au)>  
**Cc:** "Beaton, Richard" <[Richard.Beaton@act.gov.au](mailto:Richard.Beaton@act.gov.au)>  
**Subject:** CSD 22 - Improving Services for Women in the ACT

David

For your clearance.

Cheers

nic

## Chief Ministers Talkback Brief

### CSD 22: Improving Services for Women in the ACT

---

15 November 2013

| Minister responsible: | Directorate:       | Contact Officer:        |
|-----------------------|--------------------|-------------------------|
| Joy Burch             | Community Services | Nic Manikis<br>62050522 |

---

#### 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.
  - WiRC has served the community well but the way that women access services has changed and we need to reflect that. We need to ensure that women have support they need when and where they need it.
  - It is important to note that no services will be stopped as a result of these changes. The aim is to make sure more women can access them by providing them in a greater range of locations.
  - Our research shows that by far the largest forms of engagement involving WiRC were by phone or email and this can be carried out from any location.
  - Throughout December 2013 and January 2014 some of the services housed in WiRC will move to the Theo Notaras Multicultural Centre in the North Building and to other locations in North and South Canberra. The Centre currently houses a number of community groups such as Multicultural Woman's Advocacy and will eventually also house the ACT Office for Women.
  - The changes will be 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.
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## Chief Ministers Talkback Brief

### CSD 22: Improving Services for Women in the ACT

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- We have been talking to the community sector about this change since it was announced and are continuing this dialogue.
- ~~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 an opportunity to reinvest a portion of these savings into the community sector.
- ~~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.~~
- ~~Throughout December 2013 and January 2014 some of the service footprint for WiRC will move to the Theo Notaras Multicultural Centre in the North Building and to other locations in North and South Canberra. The Centre currently houses a number of community groups such as Multicultural Woman's Advocacy and will eventually also house the ACT Office for Women.~~
- The *What's on for Women* calendar is due to be published as normal early next year once input has been finalised.

#### **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
-

## Chief Ministers Talkback Brief

### CSD 22: Improving Services for Women in the ACT

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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 other organisations.

#### **Court Ordered courses at WIRC**

- While no formal information is held on the numbers of staff accessing services at the Centre under an ACT court mandate, we estimate that it is around five a year.
- Our understanding is that courts may direct people to attend particular types of courses not necessarily specify a location or provider. I reiterate our commitment to keeping the range of courses available under the new model.
- Similarly, the Care and Protection Service offers support and referral to community resources and this may include courses available through the Women's Information and Referral Centre.
- These courses will continue to be run in 2014 depending on demand.
- The courses will be advertised in the publication 'What's on in Canberra Jan-Jul 2014' - this will be available early in the New Year. We are still awaiting on input from some service providers for that calendar.

---

#### **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](http://www.women.act.gov.au;);
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## Chief Ministers Talkback Brief

### CSD 22: Improving Services for Women in the ACT

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- 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

In 2012–13, WIRC staff responded to 12,375 contacts, including 5,693 by telephone, 3,477 by fax, post or email, 1,698 drop-in visits, 380 instances of internet and library use, 398 face-to-face scheduled appointments, and 729 course, support group and/or information session attendees.

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**Matthews, David**

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**From:** Manikis, Nic  
**Sent:** Wednesday, 27 November 2013 1:59 PM  
**To:** Chapman, Sue  
**Cc:** Matthews, David  
**Subject:** FW:  
**Attachments:** WIRC Projected Expenditure-June 2014.doc

Sue

Clearly there has indeed been some sort of misunderstanding..... despite the communication all along being that it would be 'business as usual' and that services, courses etc needed to continue and that we were aiming for a smooth transition that appeared seamless for the clients even though it would involve different locations.

I met with relevant staff yesterday and we worked out a way to get back on track...there will be courses organised/facilitated by us in the January 2014 – June 2014 period and they will appear in the Whats On for Women booklet.

Cheers

nic

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**From:** Wensing, Veronica  
**Sent:** Wednesday, 27 November 2013 9:27 AM  
**To:** Doyle, Bridie  
**Cc:** Manikis, Nic; Winter, Jancye  
**Subject:** FW:

Hi Bridie

as you can see DV support groups are only a small portion of courses and groups.

I also spoke to Lighthouse a few weeks ago about taking on the employment and business planning workshops and they were supposed to write to Nic.

Also for what its worth – I don't recall saying don't organise groups, but if I did – it would have been before they even knew what was happening with WIRC

cheers

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](mailto:Veronica.wensing@act.gov.au)  
 Level 2, Theo Notaris Building, 180 London Cct  
 GPO Box 158, Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

Please note

I work 4 hours only on Monday, Wednesday, Friday



161

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**From:** Petrova, Biljana  
**Sent:** Wednesday, 27 November 2013 9:23 AM  
**To:** Manikis, Nic  
**Cc:** Winter, Jancye; Doyle, Bridle; Matthews, David; Rope, Rosemary; Sermenov, Flor; Wensing, Veronica; Adams, Rebecca  
**Subject:**

Nic,

I refer to my below response to only provide costing on courses and support groups that WIRC had committed to provide to end June 2014. It is all of WIRC Team's understanding that no courses program was to be planned for Terms 1 and 2 2014 and that the restricted WIRC Budget would not allow this beyond December 2013. Furthermore, I was clearly instructed by the Office for Women Manager, Veronica Wensing, not to do any planning for Terms 1 and 2 of 2014. More recently, during the service redesign meetings the role of course coordination was never on the agenda.

As requested at our meeting yesterday afternoon the WIRC Team will now undertake to organise a program of courses, support groups and information sessions to be included in the What's On for Women Publication, January to June 2014 and to be conducted from the Theo Notaras Multicultural Centre. This action is to be completed by the end of next week, Friday 6 December, when the Calendar should be ready for editing.

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](http://www.act.gov.au)

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

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 |

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**Matthews, David**

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**Cc:** Winter, Jancye; Doyle, Bridie; Matthews, David; Rope, Rosemary; Sermeno, Flor; Wensing, Veronica; Adams, Rebecca  
**Attachments:** WIRC Projected Expenditure-June 2014.doc

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**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          |
| <hr/>                                                   |                 |
| <b>TOTAL:</b>                                           | <b>\$20,550</b> |

**Matthews, David**

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**From:** Martinez, Catherine  
**Sent:** Tuesday, 26 November 2013 1:37 PM  
**To:** Beer, Kylie  
**Cc:** Beaton, Richard; Callen, Michelle; Matthews, David; Manikis, Nic  
**Subject:** FW: QTB's  
**Attachments:** Improving Women's services previously provided by WIRC.docx; Womens Information and Referral Centre.docx

**Importance:** High

Final QTB's. Unable to get DD-G clearance.

**Matthews, David**

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**From:** Callen, Michelle  
**Sent:** Tuesday, 26 November 2013 1:35 PM  
**To:** Beaton, Richard  
**Cc:** Matthews, David; Manikis, Nic; Martinez, Catherine  
**Subject:** RE: Addition to WIRC QTB's

Hi Richard, Sue if now out of the office and not able to clear this QTB, please send to Catherine as a final and I will check if any changes are required for tomorrow, regards 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](mailto: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](http://www.act.gov.au)



**ACT**  
Government

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Community Services

**Matthews, David**

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**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  
**Attachments:** Womens Information and Referral Centre.docx; Improving Women's services previously provided by WIRC.docx

Hi Michelle

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*Richard Beaton* | Senior Policy Officer, Office for Multicultural Affairs

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77  
**Matthews, David**

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**From:** Dutt, Kanchan  
**Sent:** Tuesday, 26 November 2013 12:38 PM  
**To:** Chapman, Sue  
**Cc:** Matthews, David; Manikis, Nic; Callen, Michelle; Howson, Natalie; Daw, Lesley  
**Subject:** RE: Letter to the Editor on WiRC

Hello all,  
Following on from this, Minister's office has asked that we only prepare a Q&A that will go on the website.  
I am happy to begin drafting this.  
Cheers,  
Kanchan

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



@CSD\_ACT



Community Services Directorate

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**From:** Dutt, Kanchan  
**Sent:** Tuesday, 26 November 2013 9:00 AM  
**To:** Chapman, Sue  
**Cc:** Matthews, David; Manikis, Nic; Callen, Michelle; Howson, Natalie; Daw, Lesley  
**Subject:** Letter to the Editor on WiRC

Hello Sue,  
Please find below the text from today's short letter in The Canberra Times. I'm wondering whether the Minister or CSD might do a letter outlining the situation?

#### **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

Read more: <http://www.canberratimes.com.au/comment/ct-letters/statin-use-needs-scientific-proof-20131125-2y5zn.html#ixzz2lhHeePOb>

ENDS

Cheers,  
Kanchan

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



@CSD\_ACT



Community Services Directorate

**Matthews, David**

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**From:** Beaton, Richard  
**Sent:** Tuesday, 26 November 2013 12:12 PM  
**To:** Matthews, David  
**Cc:** Manikis, Nic; Martinez, Catherine  
**Subject:** Addition to WIRC QTB's  
**Attachments:** Womens Information and Referral Centre.docx; Improving Women's services previously provided by WIRC.docx

Dear David

Following a letter in the Canberra Times this morning (See below) we have added some dot points to the WIRC QTB's

Could you approve this please:

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 other organisations.

---

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

*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](mailto:Richard.beaton@act.gov.au)

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Community Services

## Question Time Brief

### Women's Information and Referral Services – Minister for Women

#### History of Amendments to Question Times Briefs

| <p>Question Time Briefs are held in the <b>Shared Folder ONLY</b>. You <b>MUST COMPLETE</b> the table below to provide a detailed history of any QTB amendments.</p> |                                     |                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|---------------------------------|
| Date                                                                                                                                                                 | Name                                | Changes/Nil changes required    |
| 14/09/2013                                                                                                                                                           | Jancye Winter                       | Created                         |
| 17/10/2013                                                                                                                                                           | Richard Beaton                      | Edit                            |
| 18/10/2013                                                                                                                                                           | Richard Beaton                      | Edit                            |
| 21/10/2013                                                                                                                                                           | Michelle Bamford/<br>Richard Beaton | Edit                            |
| 15/11/2013                                                                                                                                                           | Richard Beaton                      | Edit                            |
| 21/11/2013                                                                                                                                                           | Richard Beaton                      | Edit – incorporate recent media |
|                                                                                                                                                                      |                                     |                                 |
|                                                                                                                                                                      |                                     |                                 |
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|                                                                                                                                                                      |                                     |                                 |

**ISSUE: Women's Information and Referral Centre**

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- 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 an opportunity to reinvest a portion of these savings into the community sector.
- On Friday 18 October 2013, the Community Sevices Directorate consulted with representatives from the ACT Women's Sector including the Women's Centre for Health Matters, Domestic Violence Crisis Service; Rape Crisis Centre; Inanna; Women's Legal Centre; Multicultural Women's Advocacy to engage the community in developing a new model for service delivery.
- On Tuesday 22 October 2013, Minister Burch met with her Women's Council to discuss the new service model with a view to integrating their ideas and comments about the new service model, ensuring the information is accessible and assists women and girls in our community to achieve their goals.
- 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).

- 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.
  - Throughout December 2013 and January 2014 some of the service footprint for WiRC will move to the Theo Notaras Multicultural Centre in the North Building and to other locations in North and South Canberra. The Centre currently houses a number of community groups such as Multicultural Woman's Advocacy and will eventually also house the ACT Office for Women.
- 

### **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 other organisations.
- 

### **Court Ordered courses at WIRC**

- While no formal information is held on the numbers of staff accessing services at the Centre under an ACT court mandate, we estimate that it is around five a year.
- Our understanding is that courts may direct people to attend particular types of courses not necessarily specify a location or provider. I reiterate our commitment to keeping the range of courses available under the new model.
- Similarly, the Care and Protection Service offers support and referral to community resources and this may include courses available through the Women's Information and Referral Centre.

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- These courses will continue to be run in 2014 depending on demand.
  - The courses will be advertised in the publication 'What's on in Canberra Jan-Jul 2014' - this will be available early in the New Year. We are still awaiting on input from some service providers for that calendar.

---

## BACKGROUND

- Women's Information and Referral Centre provides an information and referral service.
- The lease cost of the WIRC office is \$76,000 per annum. The cost of salaries for the five staff is \$325,000.
- 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](http://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.
- The intention is that all these services will continue. How they will be delivered into the future remains subject to consultation with staff and the sector before a final service model is settled.
- In 2012-13, WIRC staff responded to 12,375 contacts, including 5,693 by telephone, 3,477 by fax, post or email, 1,698 drop-in visits, 380 instances of internet and library use, 398 face-to-face scheduled appointments, and 729 course, support group and/or information session attendees.

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

[illegible]

**ISSUE: Improving Women's services previously provided by WiRC**

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- The Women's Electoral Lobby has alleged that the ACT Government has a broad agenda for 'dispensing with women's services'
- This government is committed to improving women's services. These changes are about modernising the service and improving outreach so that women across the ACT have better access to programs and services. The changes are also designed to reduce duplication in the provision of services.
- The ACT Government continues to work with a range of women's community sector organisations around what the new Women's service model will look like. Space is already being made available at the Theo Notaras Multicultural Centre to ensure a city presence for Women's services is maintained. This new space will be more secure than the previous WiRC location and will also accommodate the ACT office for Women, as well as community groups such as Multicultural Women's advocacy.
- The service delivery model for the new location is being carefully planned, while there is a public foyer at the Theo Notaras Multicultural Centre, there are secure and confidential meeting spaces available for women's services.
- Planning for extending the Women's service model out to regional hubs such as the Child and Family Centres is continuing and this approach aims to improve the availability of women's services to those in outer suburban areas as well as target groups including Aboriginal and Torres Strait Islanders, and older women from culturally diverse backgrounds.

**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.

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- 

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

**Matthews, David**

---

**From:** Martinez, Catherine  
**Sent:** Tuesday, 26 November 2013 10:00 AM  
**To:** Matthews, David  
**Subject:** WiRC QTBS  
**Attachments:** Improving Women's services previously provided by WiRC.docx; Womens Information and Referral Centre.docx

Hi David

Please find attached the QTBS 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](http://www.act.gov.au)

## Question Time Brief

## Improving Women's services previously provided by WiRC – Minister for Women

## History of Amendments to Question Times Briefs

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[illegible]

**ISSUE: Improving Women's services previously provided by WiRC**

---

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

## Question Time Brief

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### Women's Information and Referral Services – Minister for Women

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| 18/10/2013 | Richard Beaton                      | Edit                            |
| 21/10/2013 | Michelle Bamford/<br>Richard Beaton | Edit                            |
| 15/11/2013 | Richard Beaton                      | Edit                            |
| 21/11/2013 | Richard Beaton                      | Edit – incorporate recent media |
|            |                                     |                                 |
|            |                                     |                                 |
|            |                                     |                                 |
|            |                                     |                                 |

**ISSUE: Women's Information and Referral Centre**

---

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- These changes will also see savings in administrative costs and an opportunity to reinvest a portion of these savings into the community sector.
- On Friday 18 October 2013, the Community Sevices Directorate consulted with representatives from the ACT Women's Sector including the Women's Centre for Health Matters, Domestic Violence Crisis Service; Rape Crisis Centre; Inanna; Women's Legal Centre; Multicultural Women's Advocacy to engage the community in developing a new model for service delivery.
- On Tuesday 22 October 2013, Minister Burch met with her Women's Council to discuss the new service model with a view to integrating their ideas and comments about the new service model, ensuring the information is accessible and assists women and girls in our community to achieve their goals.
- 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).

- 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.
  - Throughout December 2013 and January 2014 some of the service footprint for WiRC will move to the Theo Notaras Multicultural Centre in the North Building and to other locations in North and South Canberra. The Centre currently houses a number of community groups such as Multicultural Woman's Advocacy and will eventually also house the ACT Office for Women.
- 

### **Court Ordered courses at WIRC**

- While no formal information is held on the numbers of staff accessing services at the Centre under an ACT court mandate, we estimate that it is around five a year.
  - Our understanding is that courts may direct people to attend particular types of courses not necessarily specify a location or provider. I reiterate our commitment to keeping the range of courses available under the new model.
  - Similarly, the Care and Protection Service offers support and referral to community resources and this may include courses available through the Women's Information and Referral Centre.
  - These courses will continue to be run in 2014 depending on demand.
  - The courses will be advertised in the publication 'What's on in Canberra Jan-Jul 2014' - this will be available early in the New Year. We are still awaiting on input from some service providers for that calendar.
- 

### **BACKGROUND**

- Women's Information and Referral Centre provides an information and referral service.
- The lease cost of the WIRC office is \$76,000 per annum. The cost of salaries for the five staff is \$325,000.

- 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](http://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.
- The intention is that all these services will continue. How they will be delivered into the future remains subject to consultation with staff and the sector before a final service model is settled.
- In 2012–13, WiRC staff responded to 12,375 contacts, including 5,693 by telephone, 3,477 by fax, post or email, 1,698 drop-in visits, 380 instances of internet and library use, 398 face-to-face scheduled appointments, and 729 course, support group and/or information session attendees.

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

**Matthews, David**

---

**From:** Dutt, Kanchan  
**Sent:** Tuesday, 26 November 2013 9:00 AM  
**To:** Chapman, Sue  
**Cc:** Matthews, David; Manikis, Nic; Callen, Michelle; Howson, Natalie; Daw, Lesley  
**Subject:** Letter to the Editor on WiRC

Hello Sue,

Please find below the text from today's short letter in The Canberra Times. I'm wondering whether the Minister or CSD might do a letter outlining the situation?

**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**

Read more: <http://www.canberratimes.com.au/comment/ct-letters/statin-use-needs-scientific-proof-20131125-2y5zn.html#ixzz2lhHeePOb>

ENDS

Cheers,  
Kanchan

Kanchan Dutt | Senior Manager

**T: 02 6205 0282** | M: 0478 301 615

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Community Services Directorate

**Matthews, David**

---

**From:** Farnsworth, Penny  
**Sent:** Monday, 25 November 2013 11:43 AM  
**To:** Matthews, David  
**Subject:** Women's Infolink - Community Services, Department of Communities, Child Safety and Disability Services (Queensland Government)

<http://www.communities.qld.gov.au/communityservices/women/about-us/womens-infolink>

David

The Queensland model is phone and web based. May be worth talking to them.

Penny

**Matthews, David**

---

**From:** Matthews, David  
**Sent:** Monday, 25 November 2013 8:25 AM  
**To:** Beaton, Richard  
**Cc:** Manikis, Nic; Martinez, Catherine  
**Subject:** RE: New QTB -Improving Women's Services previously provided by WiRC

Do we need a separate QTB from the general one covering WiRC?

I'm not sure, and I would like to combine unless there is a pressing reason.

---

**From:** Beaton, Richard  
**Sent:** Friday, 22 November 2013 4:46 PM  
**To:** Matthews, David  
**Cc:** Manikis, Nic; Martinez, Catherine  
**Subject:** New QTB -Improving Women's Services previously provided by WiRC

Dear David

Attached is a new QTB for your approval. This was requested by Nic. It reflects some of the current media concerns as well as the future direction of Women's Services.

*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](mailto: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](http://www.act.gov.au)



**ACT**  
Government

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Community Services

**Matthews, David**

---

**From:** Dutt, Kanchan  
**Sent:** Friday, 22 November 2013 2:18 PM  
**To:** Chapman, Sue; Matthews, David; Manikis, Nic; Springett, Emily  
**Cc:** Howson, Natalie; Daw, Lesley; Callen, Michelle; Aguilera, Alicia  
**Subject:** Change.org WiRC petition

Hello all,

Saw this post from yesterday on change.org from the organiser of the online petition calling on the Chief Minister to reverse the decision to close WiRC (<https://www.change.org/en-AU/petitions/act-chief-minister-katy-gallagher-reverse-your-decision-to-close-the-women-s-information-and-referral-centre-wirc>)

:

## 1. We are being HEARD.



by LUCY BAKER

Petition Organiser

Good news, supporters - this petition goes forward to govt next week, and our growing strength is being noticed, with support coming in from local, national and international supporters. Thank you for your efforts - let us do one more push before this baby births - by sharing this petition with your people so by Monday we are overflowing with numbers. My thanks to you for helping to create change in a way that will positively affect all.

warmly, Lucy

Cheers,  
Kanchan

Kanchan Dutt | Senior Manager

**T: 02 6205 0282** | M: 0478 301 615

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**Matthews, David**

---

**From:** Dutt, Kanchan  
**Sent:** Friday, 22 November 2013 1:15 PM  
**To:** Chapman, Sue; Matthews, David; Manikis, Nic  
**Cc:** Howson, Natalie; Daw, Lesley; Callen, Michelle; Aguilera, Alicia  
**Subject:** FW: Womens Information and Referral Centre

Hello all,

Min's office forwarded me this media release about WIRC issued on 12 November and which might have been the reason behind WIN News' belated interest in the story. Apologies if you have already seen this.

Cheers,

Kanchan

Kanchan Dutt | Senior Manager

**T: 02 6205 0282 | M: 0478 301 615**

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---

**From:** Springett, Emily  
**Sent:** Wednesday, 20 November 2013 2:54 PM  
**To:** Dutt, Kanchan  
**Subject:** FW: Womens Information and Referral Centre

Was issued on 12/11.

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**Press Release**

## **WIRC Works for Women**

**A Call to Minister Joy Burch to reverse her decision to close the**

**ACT Women's Information and Referral Centre (WIRC).**

Prominent women's groups and academics have come to the defence of WIRC, releasing a statement outlining the unique and irreplaceable value of the Centre. They include Professor Marian Sawer ANU, Dr Merrindahl Andrew ANU, Emma Davidson - the Women's Electoral Lobby. Margaret Smith - National

49

Council of Women of Australia, Orlie Beer psychologist and Rhian Williams dispute resolution practitioner along with almost 500 people who have signed a petition calling for WIRC to remain open.

We are calling on the ACT Minister for Women Joy Burch to keep open the Women's Information and Referral Centre.

The Women's Information and Referral Centre is a vital hub which connects women in the ACT and region to a broad range of organisations, services and programs and in so doing supports them to lead healthier and happier lives. In the last financial year it was used by 12 375 women and in many instances provided them with services they are simply unable to access anywhere else.

On Thursday 17 October 2013 the Minister for Women Joy Burch announced she will close the Women's Information and Referral Centre by the end of this year. This decision has not been accompanied by any independent evidence that the proposed closure will result in savings nor has there been any transparent or accountable public consultation about this decision.

Those who refer women to the Centre include counsellors, psychologists, GPs, social workers, the Courts, the police, employee assistance programs and many others. Any closure of the Women's Information and Referral Centre will have devastating consequences for the well being and support of women in the ACT.

We are a group of concerned women including health professionals, academics, representatives of women's groups including the National Council of Women of Australia and the Women's Electoral Lobby and women who have used the Centre. Our attached statement details how we see the Women's Information and Referral Centre and our concerns with Minister Burch's actions in seeking to close the Centre.

We are calling on the Minister for Women to reverse her decision to close the Centre and to instead commit to maintaining and operating the Women's Information and Referral Centre as discrete and intact agency.

**Emma Davidson on** 41

**Rhian Williams on** 41

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**Matthews, David**

---

**From:** Manikis, Nic  
**Sent:** Friday, 22 November 2013 10:00 AM  
**To:** Baker, Fiona; Abramovic, Michelle  
**Cc:** Matthews, David; Petrova, Biljana  
**Subject:** RE: Women's & WIRC internet and directory

Thank you Fiona

Well and truly on the radar ....

Cheers

nic

---

**From:** Baker, Fiona  
**Sent:** Friday, 22 November 2013 9:30 AM  
**To:** Abramovic, Michelle  
**Cc:** Matthews, David; Manikis, Nic; Petrova, Biljana  
**Subject:** RE: Women's & WIRC internet and directory

Thanks Michelle

I am sure this is on Nic Manikis' radar –will discuss and ensure that someone from CPG gets back to you shortly.

Fiona Baker | Senior Policy Officer  
 Phone 02 6207 2552 | Fax 02 6207 0592 | Email [fiona.baker@act.gov.au](mailto: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](http://www.act.gov.au)




---

**From:** Abramovic, Michelle  
**Sent:** Friday, 22 November 2013 9:28 AM  
**To:** Baker, Fiona  
**Cc:** Matthews, David; CSD Webmaster  
**Subject:** Women's & WIRC internet and directory

Hi All

With the closing of the WIRC could we please have an update to the directory  
[http://prdapp109vs/update/webdir/cgi-bin/webdua.cgi?ea0\\_5000\\_30.&organizationalUnit&8dcc192c-7c22-4f57-af23-dce48ccd31d1](http://prdapp109vs/update/webdir/cgi-bin/webdua.cgi?ea0_5000_30.&organizationalUnit&8dcc192c-7c22-4f57-af23-dce48ccd31d1)

Also the information on the Women's section of the CSD website will need to be reviewed  
<http://www.communityservices.act.gov.au/women>

Regards

**Michelle Abramovic**

Manager Online Services

Community Services Directorate

T: 02 6205 0275 | F: 620 50279 | W: [www.communityservices.act.gov.au](http://www.communityservices.act.gov.au)

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**Matthews, David**

---

**From:** Abramovic, Michelle  
**Sent:** Friday, 22 November 2013 9:28 AM  
**To:** Baker, Fiona  
**Cc:** Matthews, David; CSD Webmaster  
**Subject:** Women's & WIRC internet and directory

Hi All

With the closing of the WIRC could we please have an update to the directory

[http://prdapp109vs/update/webdir/cgi-bin/webdua.cgi?ea0\\_5000\\_30.&organizationalUnit&8dcc192c-7c22-4f57-af23-dce48ccd31d1](http://prdapp109vs/update/webdir/cgi-bin/webdua.cgi?ea0_5000_30.&organizationalUnit&8dcc192c-7c22-4f57-af23-dce48ccd31d1)

Also the information on the Women's section of the CSD website will need to be reviewed

<http://www.communityservices.act.gov.au/women>

Regards

**Michelle Abramovic**

Manager Online Services

Community Services Directorate

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**Matthews, David**

---

**From:** Dutt, Kanchan  
**Sent:** Wednesday, 20 November 2013 11:19 AM  
**To:** Dutt, Kanchan; Chapman, Sue; Matthews, David; Manikis, Nic  
**Cc:** Howson, Natalie; Callen, Michelle; Beaton, Richard; Aguilera, Alicia  
**Subject:** RE: WIRC statement

Hello again,  
 Sue is going to be interviewed by WIN at 1pm today in relation to this.  
 Cheers,  
 Kanchan

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



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

Hello all,  
 A heads up that we may be getting a request today from WIN News for an interview in relation to the WIRC (see below).  
 Wanted to check who would be the spokesperson for the Directorate?  
 Cheers,  
 Kanchan

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

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

Hi Lincoln,

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

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

Thanks

Emily

Emily Springett  
Media Advisor

**Office of Joy Burch, MLA**

*Minister for Education and Training*

*Minister for Children and Young People, Disability*

*Minister for Arts*

*Minister for Gaming and Racing*

*Minister for Multicultural Affairs*

*Minister for Women*

*Member for Brindabella*

**T. 02 6205 7402**

**M. 0413 169 029**

**E. [emily.springett@act.gov.au](mailto:emily.springett@act.gov.au)**

---

**From:** Lincoln Rothall [<mailto:rothall@winns.com.au>]

**Sent:** Tuesday, 19 November 2013 7:03 PM

**To:** Springett, Emily

**Subject:** Re: WIRC statement

Hey Emily

The story ended getting bumped at the last minute tonight.

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

Linc

Lincoln Rothall

Journalist

WIN News Canberra

Ph. 0421 430 263

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

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

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

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

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

Emily Springett  
**Media Advisor**

**Office of Joy Burch, MLA**

*Minister for Education and Training*

*Minister for Children and Young People, Disability*

*Minister for Arts*

*Minister for Gaming and Racing*

*Minister for Multicultural Affairs*

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**Matthews, David**

---

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

Hello all,

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

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

Cheers,

Kanchan

Kanchan Dutt | Senior Manager

**T: 02 6205 0282** | M: 0478 301 615

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**From:** Springett, Emily

**Sent:** Wednesday, 20 November 2013 9:37 AM

**To:** Lincoln Rothall

**Cc:** Dutt, Kanchan

**Subject:** RE: WIRC statement

Hi Lincoln,

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

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

Thanks

Emily

Emily Springett

**Media Advisor**

**Office of Joy Burch, MLA**

*Minister for Education and Training*

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**T. 02 6205 7402**

**M. 0413 169 029**

**E. [emily.springett@act.gov.au](mailto:emily.springett@act.gov.au)**

4

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

Hey Emily

The story ended getting bumped at the last minute tonight.

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

Line

Lincoln Rothall  
Journalist  
WIN News Canberra  
Ph. 0421 430 263

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

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

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

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

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

Emily Springett  
**Media Advisor**

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

**T. 02 6205 7402**

**M. 0413 169 029**

**E. [emily.springett@act.gov.au](mailto:emily.springett@act.gov.au)**

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**Matthews, David**

---

**From:** Dutt, Kanchan  
**Sent:** Tuesday, 19 November 2013 5:28 PM  
**To:** Chapman, Sue; Matthews, David; Manikis, Nic  
**Cc:** Howson, Natalie; Daw, Lesley; Callen, Michelle; Beaton, Richard  
**Subject:** FW: CT response

**Importance:** High

Hello all,  
 This is the final cleared response to the Canberra Times WIRC questions, to be attributed to the Directorate.  
 Cheers,  
 Kanchan

---

**From:** Springett, Emily  
**Sent:** Tuesday 19 November 2013 17:23  
**To:** Dutt, Kanchan  
**Subject:** CT response

[larissa.nicholson@fairfaxmedia.com.au](mailto:larissa.nicholson@fairfaxmedia.com.au)<<mailto:larissa.nicholson@fairfaxmedia.com.au>>

Just advise her you were asked to respond? Rather than office?

You can quote a spokesman of the Community Services Directorate

The changes to the Women's Information and Referral Centre are about improving outreach to so that women across the ACT have better access to programs and services. The changes are also designed to reduce duplication in the provision of services.

As advised previously, the ACT Government continues to work with a range of women's community sector organisations around what the new service that will replace the WIRC will look like. Space is also being made available at the Theo Notaras Multicultural Centre to ensure a WIRC city presence is maintained.

There are a range of support services currently funded across ACT Government to support vulnerable families. While no formal information is held on the numbers of clients accessing services at the Centre under an ACT court mandate, we estimate that it is around five a year. Our understanding is that courts may direct people to attend particular types of courses not necessarily specify a location or provider. Similarly, the Care and Protection Service offers support and referral to community resources and this may include courses available through the Women's Information and Referral Centre. These courses will continue to be run in 2014 depending on demand.

**Matthews, David**

---

**From:** Dutt, Kanchan  
**Sent:** Tuesday, 19 November 2013 4:53 PM  
**To:** Chapman, Sue; Matthews, David  
**Cc:** Daw, Lesley; Callen, Michelle  
**Subject:** RE: Canberra Times Questions

Hello all,

Will send through this final version, cleared by Sue, to Min's Office:

The changes to the Women's Information and Referral Centre are about improving outreach to so that women across the ACT have better access to programs and services. The changes are also designed to reduce duplication in the provision of services.

Many of the programs provided at the Women's Information and Referral Centre are already also provided at other locations across the community. The ACT Government is working through the changes to ensure that the full range of programs continues to be delivered in a more effective way and across the whole of Canberra.

While no formal information is held on the numbers of staff accessing services at the Centre under an ACT court mandate, we estimate that it is around five a year. Our understanding is that courts may direct people to attend particular types of courses not necessarily specify a location or provider. I reiterate our commitment to keeping the range of courses available under the new model.

Similarly, the Care and Protection Service offers support and referral to community resources and this may include courses available through the Women's Information and Referral Centre.

These courses will continue to be run in 2014 depending on demand.

The courses will be advertised in the publication 'What's on in Canberra Jan-Jul 2014' - this will be available early in the New Year. We are still awaiting on input from some service providers for that calendar.

ENDS

Cheers,  
 Kanchan

Kanchan Dutt | Senior Manager

**T: 02 6205 0282** | M: 0478 301 615

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---

**From:** Dutt, Kanchan  
**Sent:** Tuesday, 19 November 2013 4:44 PM  
**To:** Chapman, Sue; Matthews, David  
**Cc:** Daw, Lesley; Callen, Michelle  
**Subject:** RE: Canberra Times Questions

Hello,

Please find draft response below:

The changes to the Women's Information and Referral Centre are about providing better outreach so that women have better access to programs and services. The changes are also designed to reduce duplication in the provision of services.

Many of the programs provided at the Women's Information and Referral Centre are already also provided at other locations across the community. The ACT Government is working through the changes to ensure that the full range of programs continues to be delivered and in a more effective way.

While no formal information is held on the numbers of staff accessing services at the Centre under an ACT court mandate, we estimate that it is in the region of around five a year. Our understanding is that courts may direct people to attend particular types of courses not necessarily specify a location or provider and again I reiterate our commitment to keeping the range of courses available under the new model.

Similarly, the Care and Protection Service offers support and referral to community resources and this may include courses available at the Women's Information and Referral Centre.

These courses will continue to be run in 2014, as usual this will depend on demand.

The courses will be advertised in the publication 'What's on in Canberra Jan-Jul 2014' - this will be available early in the new year, we are still awaiting on some service providers input for that calendar.

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

---

**From:** Beaton, Richard

**Sent:** Tuesday, 19 November 2013 4:37 PM

**To:** Dutt, Kanchan

**Cc:** Manikis, Nic

**Subject:** FW: Canberra Times Questions

Kanchan

I spoke to ACT Magistrates court Criminal law section, They confirmed that a court order will say broadly "attend anger management" but not a particular course. The particular course will be identified by eg. their probation officer.

I am advised that Care and Protection offers support and referral to community resources, including information on courses available at the WIRC. The Community Services Directorate estimates that approximately 5 referrals are received from the ACT Courts to WIRC courses per annum, no formal records are kept on the court referral. The particular sentencing disposition imposed by the court is up to the magistrate, but it could for example, be influenced by a pre-sentence report recommending broadly that the defendant attend an 'anger management' course

These courses will continue to be run in 2014, as usual this will depend on demand.

The courses will be advertised in the publication 'What's on in Canberra Jan-Jul 2014' - this will be available early in the new year, we are still awaiting on some service providers input for that calendar.

My questions for the minister are about the closure of the Women's Information and Referral Centre.

Activists for the centre claim women are routinely directed by the ACT justice system to take courses at the WIRC, including anger management courses, as a diversionary option. They also claim that women whose children are involved in the ACT's care and protection system are directed to take courses at the centre.

Is this true? If so, under what circumstances are women directed by corrections or care and protection services to take courses at the WINRC? And are those courses offered elsewhere in the ACT?

Does the minister commit to continuing to run all the courses currently available at the WIRC in 2014? Where will they be run?

Is there a timetable in place for when they will start?

Could I get a response by the end of the day please?

Cheers

Lara



**Larissa Nicholson**  
canberratimes.com.au | Journalist

a: 9 Pirle St Fyshwick, ACT 2609 t: 02 6280 2241

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**Matthews, David**

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**From:** Dutt, Kanchan  
**Sent:** Tuesday, 19 November 2013 4:44 PM  
**To:** Chapman, Sue; Matthews, David  
**Cc:** Daw, Lesley; Callen, Michelle  
**Subject:** RE: Canberra Times Questions

Hello,

Please find draft response below:

The changes to the Women's Information and Referral Centre are about providing better outreach to so that women have better access to programs and services. The changes are also designed to reduce duplication in the provision of services.

Many of the programs provided at the Women's Information and Referral Centre are already also provided at other locations across the community. The ACT Government is working through the changes to ensure that the full range of programs continues to be delivered and in a more effective way.

While no formal information is held on the numbers of staff accessing services at the Centre under an ACT court mandate, we estimate that it is in the region of around five a year. Our understanding is that courts may direct people to attend particular types of courses not necessarily specify a location or provider and again I reiterate our commitment to keeping the range of courses available under the new model.

Similarly, the Care and Protection Service offers support and referral to community resources and this may include courses available at the Women's Information and Referral Centre.

These courses will continue to be run in 2014, as usual this will depend on demand.

The courses will be advertised in the publication 'What's on in Canberra Jan-Jul 2014' - this will be available early in the new year, we are still awaiting on some service providers input for that calendar.

Kanchan Dutt | Senior Manager

**T: 02 6205 0282 | M: 0478 301 615**

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Community Services Directorate

---

**From:** Beaton, Richard  
**Sent:** Tuesday, 19 November 2013 4:37 PM  
**To:** Dutt, Kanchan  
**Cc:** Manikis, Nic  
**Subject:** FW: Canberra Times Questions

Kanchan

I spoke to ACT Magistrates court Criminal law section, They confirmed that a court order will say broadly "attend anger management" but not a particular course. The particular course will be identified by eg. their probation officer.

I am advised that Care and Protection offers support and referral to community resources, including information on courses available at the WiRC. The Community Services Directorate estimates that approximately 5 referrals are received from the ACT Courts to WiRC courses per annum, no formal records are kept on the court referral. The

particular sentencing disposition imposed by the court is up to the magistrate, but it could for example, be influenced by a pre-sentence report recommending broadly that the defendant attend an 'anger management' course

These courses will continue to be run in 2014, as usual this will depend on demand.

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Activists for the centre claim women are routinely directed by the ACT justice system to take courses at the WIRC, including anger management courses, as a diversionary option. They also claim that women whose children are involved in the ACT's care and protection system are directed to take courses at the centre.

Is this true? If so, under what circumstances are women directed by corrections or care and protection services to take courses at the WINRC? And are those courses offered elsewhere in the ACT?

Does the minister commit to continuing to run all the courses currently available at the WIRC in 2014? Where will they be run?

Is there a timetable in place for when they will start?

Could I get a response by the end of the day please?

Cheers

Lara



**Larissa Nicholson**  
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**Matthews, David**

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**From:** Aguilera, Alicia  
**Sent:** Friday, 18 October 2013 1:57 PM  
**To:** Manikis, Nic; Matthews, David  
**Cc:** Caldwell, Anna; Daw, Lesley  
**Subject:** WiRC talking points  
**Attachments:** WiRC changes 18.10.13.doc

**Importance:** High

Amended talking points for clearance please.

Alicia Aguilera | Senior Media & Communications Officer

**T: 02 6207 6275 | F: 02 6205 0279**

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

Level 8, 11 Moore St, Canberra City | GPO Box 158 Canberra City 2601 | [www.communityservices.act.gov.au](http://www.communityservices.act.gov.au)



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### Talking points - WIRC

- There is an emerging need to change the WIRC model that has been in place since the establishment of the centre 35 years ago. We need to ensure that women have support they need when and where they need it.
- This change is about reducing duplication in services while providing better outreach so that women have better access to our programs and services.
- This will be achieved in part by moving from a model where WIRC and its programs were based in one location to one where these services are based in the community.
- The suite of offerings we have in this area remains strong and there 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.
- Across ACT government we have to look at all the services we provide. We've got severe constraints on our budget and we are reviewing absolutely every part of government.
- It is about re-evaluating what we are currently doing, is it meeting the needs of the community, can we do it more effectively, can we do it cheaper and can we tailor it.
- These changes will also see savings in administrative costs and a portion of these savings will be reinvested into the community sector to ensure that crucial services are provided in the most effective way.
- 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).
- 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.

### What are the current services offered by WIRC?

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

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

**How many clients use these services?**

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

**How many contacts or occasions of service are there?**

- In 2012 2013, total WIRC contacts were 12,375 – mostly by phone or on-line.

| Type of Contacts                                               | Number of Contacts |
|----------------------------------------------------------------|--------------------|
| Telephone                                                      | 5,693              |
| Emails received                                                | 3,065              |
| Drop-in visits                                                 | 1,698              |
| Attendees for courses, support groups and information sessions | 729                |
| Face to face scheduled appointments                            | 398                |
| Accessing the internet and library use                         | 380                |
| Faxes and postings                                             | 412                |
| <b>Total number of Contacts</b>                                | <b>12,375</b>      |

**When will improvement measures be implemented?**

- Improvement measures will be implemented in late November 2013.

**What will improved services look like?**

- Through an outreach approach; improved information services will be more accessible to a wider range of vulnerable women across Canberra. Women will be able to gain access to information services from a range of locations.
- Information and referral services will be available from government and community organisations located across Canberra, including in the Child and Family Centres, First Point/Gateway Services and Multicultural Women's Advocacy Inc.
- The intention is that all the services will continue, and exactly how they will be delivered into the future remains subject to consultation with staff and the sector before a final service model is settled.

**Any impact on staffing?**

- Yes. Five current staff (sharing 3.45FTEs) will be redeployed in vacant positions across the Community Services Directorate.
- The unions have been involved in this process and have been in consultation with staff.

**What is the Community Participation Group?**

- The new WIRC service will be part of the Community Participation Group.

- This Group supports relevant Ministers in their roles in the:
  - community, Assembly and in Commonwealth/State forums;
  - setting the framework agenda for government strategies and actions in relation to advancing the interests of three constituency groups (multicultural, women and seniors);
  - takes a leading role in facilitating a number of community related events and activities; and
  - implements a range of services and programs relevant to the three constituency groups.

**Matthews, David**

---

**From:** Caldwell, Anna  
**Sent:** Friday, 18 October 2013 11:50 AM  
**To:** Manikis, Nic; Daw, Lesley; Callen, Michelle; Matthews, David  
**Cc:** Aguilera, Alicia  
**Subject:** WIRC transcript  
**Attachments:** Transcript.doc

Hi there,  
See attached.  
Thanks  
Anna

**Anna Caldwell** | Senior Media and Communications Officer

**T: 02 6205 0619 | F: 02 6205 0279**

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## Transcript

Station: **666 ABC CANBERRA** Date: **18/10/2013**  
 Program: **MORNING** Time: **09:13 AM**  
 Compere: **GENEVIEVE JACOBS** Summary ID: **W00054944543**  
 Item: **ON THE CLOSURE OF THE WOMEN'S INFORMATION AND REFERRAL CENTRE.**

**INTERVIEWEES: KATY GALLAGHER, ACT CHIEF MINISTER, MINISTER FOR HEALTH, MINISTER FOR HIGHER EDUCATION AND MINISTER FOR REGIONAL DEVELOPMENT; CALLER**

| Audience: | Male 16+ | Female 16+ | All people |
|-----------|----------|------------|------------|
|           | 3600     | 6000       | 9600       |

**GENEVIEVE JACOBS:** We've got Barbara on the line. Good morning.

**KATY GALLAGHER:** Good morning, Barbara.

**CALLER BARBARA:** Good morning. Very concerned about the closure of the Women's Information and Referral Centre which was in yesterday's paper. I'm worried about the quality of services, that if you devolve it to other departments, because I'm familiar with what the WIRC has done. I haven't worked for them for a number of years but when I was there, I was very much involved in running courses there and supervising group leaders. So I do know about the quality of their work. And I wondered if you were familiar with the calendar that they were putting - they put out each year which...

**KATY GALLAGHER:** Yes, no, I have. I'm really aware of the role of Women's Information Referral Centre has played, absolutely. What I would say, Barbara, is this is being looked at in terms of how best provide to services. Now, as I

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understand it, 70 per cent of the contact with the Women's Information and Referral Centre is coming via phone or email. And the directorate has been given the job of looking at all the services they provide and looking at the best way to provide those in the environment in which we all live now which is quite - I don't think anyone would doubt the way people interact with government has changed particularly over the last 10 years.

So there's going to be no loss of staff. As I understand it, there's staff that will be, who work in the centre now, it's about 3.5 full-timer equivalence will be - not lose their jobs so they'll be redeployed and the work that's been done will be done within the comm... CSD which is the directorate that the Women's Information and Referral Centre has existed for certainly the time I've been in politics along with some - potential, some help from the non-government centre - sector, in terms of outreach in communities that might not be able to come into civic to get the information or the services and support they need.

So it is a change. But it's not unusual I think that services change to try and meet the needs of the community.

CALLER:

Thank you for that. But what about the courses? Are they going to be maintained?

KATY GALLAGHER:

Look, I don't have all the specifics of how that's - it's not my area but I have spoken with Joy, the responsible Minister...



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CALLER 41

Right.

KATY GALLAGHER:

...about maintaining the service and I've been given some very clear assurances that the services will continue. They just won't necessarily be conducted out of one centre in civic which I think to some extent when you look at how the city's growing and evolving out of civic, makes some sense, particularly when we're building community facilities in new communities that didn't exist when the service was sort of concentrated in civic.

GENEVIEVE JACOBS:

Okay, 41 look, thank you for your call.

CALLER 41 :

Okay, thank you.

GENEVIEVE JACOBS:

And 41 has also texted on that. He says Chief Minister, I'm incredibly disappointed by the news that the Women's Information and Referral Centre will be closing. The Centre's invaluable for women and families of Canberra. For example, it runs the only domestic violence support group in Canberra. This sort of support can't be delivered over the phone or online.

The domestic violence support group continues, Chief Minister?

KATY GALLAGHER:

Look, as far as I know the services will continue. Now, I mean, I don't think that it's the only place that refers - offers a domestic violence support service. We have a range of other women's services that I know provide support to women who are leaving domestic violence



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or have suffered domestic violence. So look, I'm not going to say that nothing will change. What I'm saying is we have to look at all the services we provide. We've got, you know, some severe constraints on our budget and so we are reviewing absolutely every part of government to say what are we doing, is it meeting the needs of the community, can we do it more effectively, can we do it cheaper, can we tailor it?

I mean, this is not just about the Women's Information Referral Service. We are looking at this right across government, and I think, you know, if you look at business and the way the NGO sector works, they do change the way they do things from time to time. Just because it's existed in civic for 35 years, just because it's always been the way it is, doesn't mean it can either continue or that it's the best way for that to continue, and I think that's probably - this is the start of a number of discussions we'll have across government about this.

CALLER 41

Good morning, Chief Minister.

KATY GALLAGHER:

Good morning.

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CALLER 41

I'm just ringing because I'm very concerned that you think the misinformation about the Women's Information and Referral Centre. I've got a copy in front of me of the Community Services Directorate's most recent annual report, and that shows that 8898 women accessed the service in the last financial year, either in person or other the phone, which is 72 per cent of the women are accessing the service in person, basically. If you're talking to someone on the phone you're doing it in person, in real time. Only 3477 women contacted it via email, fax or post, which is only 28 per cent.

So it's not correct to say that 72 per cent of women are accessing it via email and the phone. In fact, the reverse is true. Most women using that service are doing it with a need to talk to or connect in person with the service.

And the other thing I'm really concerned about is somebody sent a text saying that it's not true that the service is closing, it's merely being relocated. My understanding is that's not true. The service is closing, the women who work there have been advised that they're going to be moved around the Community Services Directorate. They're not going to be employed in a new location because there isn't going to be a Women's Information and Referral Centre.

And a couple of other points: the Women's Information and Referral Centre is the only place in Canberra that runs support groups for women experiencing or having left domestic violence. There are other services that



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work individually with people but no one else offers support groups. And also there's been no co-ordination and planning with any of the services who are expected to pick up the slack, let alone any additional funding provided to them.

So my concern, Chief Minister, is that what we've got - the women who are using that service, particularly the women who use it in a face-to-face or telephone way, are not the sorts of women who are necessarily automatically going to find their way somewhere else, and without the Government having a planned process to support women connecting with whoever these new services are going to be, and without the Government providing funding, my concern is that so many women in need - you know, maybe 9000 women, which is a significant number of women - will fall through the gaps in Canberra.

GENEVIEVE JACOBS:

Okay, thank you. Chief Minister.

KATY GALLAGHER:

Yeah, thank you, and I don't - what I said was the figures that I've been given show that 70 per cent of interaction with staff at the centre was via telephone or email. That goes on to give me quite detailed information. There was - staff responded to 12,375 contacts including 5693 by telephone, 3477 by fax. There were 1698 drop-in visits, et cetera, et cetera. So I do have all of that information available to me.

All of the services that are provided will continue. I understand the Minister met and has met and discussed this with a range of women's organisations



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who are supportive of the change. So I will accept that change is hard and that people think there is only one way to provide a particular service, but I think we, as government, and the community expects us with taxpayers' dollars to look at the best, most effective way to provide services that we can, in the world in which we operate today, and that world and particularly in Canberra is changing.

And so it's - again, this is not something that's just peculiar to the Women's Information and Referral Service. We are looking at this across government. CSD have to find savings for the budget, just as every other directorate has to find savings. They were spending, I think, \$80,000 on the lease of that shopfront. They have to look at some of these costs and look at how they can make sure that the money that we do have available is provided in the most efficient way.

And I understand that some of those - I take your point about the NGO sector not being given any funding or support. We would not expect the NGO sector to take on any of the responsibilities, including - I think there's the return to work grants, which have been done by the Office for Women, the lending library, the computer and internet access, free access to those, the professional development courses for women, I think there's the support groups you mention and the What's On for Women publication. That will all continue, but they will be changed about perhaps who does it and how it's done.

GENEVIEVE JACOBS:

Okay, thank you 41



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\* \* END \* \*

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**Matthews, David**

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**From:** Daw, Lesley  
**Sent:** Friday, 18 October 2013 11:29 AM  
**To:** Manikis, Nic  
**Cc:** Beaton, Richard; Winter, Jancye; Chester, Tracy; Callen, Michelle; Matthews, David  
**Subject:** FW: URGENT: WIRC follow-up media enquiry  
**Attachments:** CSD 22 - Improving Services for Women in the ACT.doc; Womens Information and Referral Centre.docx

**Importance:** High

Nic Can you correct these two documents pls. They both refer to 5 FTEs which I understand is not correct.

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

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**From:** Beaton, Richard  
**Sent:** Friday, 18 October 2013 10:21 AM  
**Cc:** Winter, Jancye; Daw, Lesley  
**Subject:** FW: URGENT: WIRC follow-up media enquiry

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**From:** Beaton, Richard  
**Sent:** Friday, 18 October 2013 10:21 AM  
**To:** Martinez, Catherine  
**Subject:** RE: URGENT: WIRC follow-up media enquiry

Hi Catherine

Attached

---

**From:** Martinez, Catherine  
**Sent:** Friday, 18 October 2013 9:09 AM  
**To:** Beaton, Richard  
**Subject:** FW: URGENT: WIRC follow-up media enquiry

Hi Richard

How did you go with this one?

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](http://www.act.gov.au)

---

**From:** Martinez, Catherine  
**Sent:** Thursday, 17 October 2013 5:05 PM

**To:** Beaton, Richard  
**Subject:** RE: URGENT: WIRC follow-up media enquiry

Thanks Richard

Can you highlight the changes please so that the DD-G/D-G can clear the content quickly

Regards  
Catherine

---

**From:** Beaton, Richard  
**Sent:** Thursday, 17 October 2013 5:00 PM  
**To:** Martinez, Catherine  
**Subject:** RE: URGENT: WIRC follow-up media enquiry

OK done.

Ciao ☺

---

**From:** Martinez, Catherine  
**Sent:** Thursday, 17 October 2013 3:21 PM  
**To:** Beaton, Richard  
**Subject:** FW: URGENT: WIRC follow-up media enquiry

Hi Richard

Can you please ensure this is reflected in the QTB.

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](http://www.act.gov.au)

---

**From:** Chester, Tracy  
**Sent:** Thursday, 17 October 2013 1:32 PM  
**To:** Dutt, Kanchan  
**Cc:** Martinez, Catherine; Beer, Kylie; Beaton, Richard; Manikis, Nic  
**Subject:** RE: URGENT: WIRC follow-up media enquiry

Ok – media and comms to run with the media and Orggov to run with the revised QTB

Thanks Tracy

---

**From:** Dutt, Kanchan  
**Sent:** Thursday, 17 October 2013 1:30 PM  
**To:** Chester, Tracy  
**Cc:** Martinez, Catherine  
**Subject:** RE: URGENT: WIRC follow-up media enquiry

Cheers.

I'd contacted Nic when the request came through and was going to give him another call now to see how the info was coming on, unless that would duplicate anything you were doing?

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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**From:** Chester, Tracy

**Sent:** Thursday, 17 October 2013 1:25 PM

**To:** Dutt, Kanchan

**Cc:** Martinez, Catherine

**Subject:** FW: URGENT: WIRC follow-up media enquiry

**Importance:** High

Hi Kanchan

I see we are running with this, so just checking in case media and comms had also picked it up

---

**From:** Martinez, Catherine

**Sent:** Thursday, 17 October 2013 1:17 PM

**To:** Beaton, Richard

**Cc:** Manikis, Nic; Chester, Tracy

**Subject:** FW: URGENT: WIRC follow-up media enquiry

**Importance:** High

Hi Richard

Please see urgent request below. Due to MO by 2pm today.

Can you also please include in QTB.

Please send cleared answers to Org Gov.

Regards

Catherine

---

**From:** Beer, Kylie

**Sent:** Thursday, 17 October 2013 12:15 PM

**To:** Martinez, Catherine

**Cc:** Chester, Tracy; Callen, Michelle; Daw, Lesley

**Subject:** FW: WIRC follow-up media enquiry

Hi Catherine

You probs should make sure this info is covered off in the QTB, as well as it being provided separately to Minister Burch.

Thank

Kylie

---

**From:** Violante, Victor

**Sent:** Thursday, 17 October 2013 11:52 AM

**To:** Beer, Kylie

15

**Cc:** Bennett, Erin; Dutt, Kanchan; Chapman, Sue; Manikis, Nic  
**Subject:** WiRC follow-up media enquiry

Two questions:

How much is the Govt saving through this – breakdown as staff and lease please. (We have some info on this but it's a bit unclear).

What services are currently provided by the WiRC that the Govt funds, and will they continue?

Need answers by 2pm today please.

Victor Violante

**Chief of Staff**

**Adviser on Gaming and Racing, Arts, Multicultural Affairs**

Office of Joy Burch, MLA

*Minister for Education and Training*

*Minister for Children and Young People, Disability*

*Minister for Arts*

*Minister for Gaming and Racing*

*Minister for Multicultural Affairs*

*Minister for Women*

*Member for Brindabella*

**T. 02 6205 0145**

**M. 0421 846 201**

**E. [victor.violante@act.gov.au](mailto:victor.violante@act.gov.au)**

## Chief Ministers Talkback Brief

### CSD 22: Improving Services for Women in the ACT

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18 October 2013

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| Minister responsible: | Directorate:       | Contact Officer:        |
|-----------------------|--------------------|-------------------------|
| Joy Burch             | Community Services | Nic Manikis<br>62050522 |

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#### 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 improved 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 22: Improving Services for Women in the ACT

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#### BACKGROUND INFORMATION

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

The lease cost of the WIRC office is \$76,000 per annum. The cost of salaries for the five FTE's is \$325,000.

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](http://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.
- The intention is that all these services will continue. How they will be delivered into the future remains subject to consultation with staff and the sector before a final service model is settled.

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

In 2012–13, WIRC staff responded to 12,375 contacts, including 5,693 by telephone, 3,477 by fax, post or email, 1,698 drop-in visits, 380 instances of internet and library use, 398 face-to-face scheduled appointments, and 729 course, support group and/or information session attendees.

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**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.

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

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## Matthews, David

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**From:** Daw, Lesley  
**Sent:** Friday, 18 October 2013 9:47 AM  
**To:** Matthews, David  
**Subject:** FW: Chief Minister's talkback: WIRC

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

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

Caller phoned into Chief Minister's talkback re: WIRC

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

**Anna Caldwell** | Senior Media and Communications Officer  
**T: 02 6205 0619 | F: 02 6205 0279**  
**Media and Communications** | Community Services Directorate | **ACT Government**  
Level 8, 11 Moore St, Canberra City | GPO Box Canberra 158 | [www.communityservices.act.gov.au](http://www.communityservices.act.gov.au)



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Community Services Directorate

**Matthews, David**

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**From:** Callen, Michelle  
**Sent:** Friday, 18 October 2013 9:36 AM  
**To:** Matthews, David; Chapman, Sue  
**Subject:** FW: Chief Minister's talkback: WIRC

FYI, with regards Michelle

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**From:** Caldwell, Anna  
**Sent:** Friday, 18 October 2013 9:26 AM  
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Community Services Directorate

## Matthews, David

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**From:** Caldwell, Anna  
**Sent:** Friday, 18 October 2013 9:30 AM  
**To:** Matthews, David  
**Subject:** FW: Chief Minister's talkback: WIRC

Hi David,  
 Sorry didn't include you in original email, please see below.

Thanks  
 Anna

**Anna Caldwell** | Senior Media and Communications Officer  
**T: 02 6205 0619 | F: 02 6205 0279**  
**Media and Communications** | Community Services Directorate | **ACT Government**  
 Level 8, 11 Moore St, Canberra City | GPO Box Canberra 158 | [www.communityservices.act.gov.au](http://www.communityservices.act.gov.au)



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## Matthews, David

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**From:** Daw, Lesley  
**Sent:** Friday, 18 October 2013 8:30 AM  
**To:** Manikis, Nic  
**Cc:** Matthews, David  
**Subject:** FW: Battle to keep centre for women in Civic

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

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

**From:** 41  
**Sent:** Friday, 18 October 2013 8:22 AM  
**To:** Aguilera, Alicia; Daw, Lesley  
**Subject:** Battle to keep centre for women in Civic

Given references to savings in this article we should review talking points first thing

thanks

I found this article from CT that you might be interested in:

<http://www.canberratimes.com.au/act-news/-2vq18.html>

Natalie Howson

Director General  
Community Services Directorate  
Ph 02 6205 5335

5  
**Matthews, David**

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**From:** Howson, Natalie  
**Sent:** Friday, 18 October 2013 8:19 AM  
**To:** Matthews, David; Manikis, Nic  
**Cc:** Daw, Lesley  
**Subject:** Battle to keep centre for women in Civic

Can you look at the report re data and get me some advice .

I found this article from CT that you might be interested in:

<http://www.canberratimes.com.au/act-news/-2vq18.html>

Natalie Howson

Director General  
Community Services Directorate  
Ph 02 6205 5335

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**Matthews, David**

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**From:** Dutt, Kanchan  
**Sent:** Wednesday, 16 October 2013 7:57 PM  
**To:** Chapman, Sue; Matthews, David; Aguilera, Alicia  
**Subject:** FW: WiRC response

FYI

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**From:** Violante, Victor  
**Sent:** Wednesday 16 October 2013 18:20  
**To:** Bennett, Erin; Burch, Joy; Cirson, Adina; Howson, Natalie; Manikis, Nic; Whitten, Meredith; Winter, Jancye; Dutt, Kanchan; Chapman, Sue  
**Subject:** WiRC response

At the great time of 6pm I got a call from a CT journo about the WiRC changes, wanting a response tonight. I have provided the following:

- There is a need to change the WiRC, which has been in place since the establishment of the centre 35 years ago. 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).
- 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.
- It is anticipated that these changes will commence to be implemented in late November 2013.
- Through an outreach approach, improved information services will be more accessible to a wider range of vulnerable women across Canberra. Women will be able to gain access to information services from a range of locations.
- Information and referral services will be available from government and community organisations located across Canberra, including in the Children and Family Centres, First Point/Gateway Services and Multicultural Women's Advocacy Inc.
- Referral and all other services will be also located in the Community Participation Group office in the Theo Notaras Multicultural Centre.
- Five current staff (sharing 3.45 FTEs) will be redeployed in vacant positions across the Community Services Directorate. 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 suite of offerings we have in this area remains strong and their effectiveness will be enhanced through the increased outreach under the new model.
- CSD figures show that in 2012-13 more than 70% of interaction with staff at the WiRC 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.

Victor Violante

**Media Adviser**

**Arts and Multicultural affairs Adviser**

Office of Joy Burch, MLA

*Minister for Education and Training*

*Minister for Children and Young People, Disability*

*Minister for Arts*

*Minister for Gaming and Racing*

*Minister for Multicultural Affairs*

*Minister for Women*

*Member for Brindabella*

**T. 02 6205 0145**

**M. 0421 846 201**

**E. [victor.violante@act.gov.au](mailto:victor.violante@act.gov.au)**

**Matthews, David**

---

**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