

Freedom of Information Request – [REDACTED]

Emails – Schedule 12 – Kanchan Dutt

Folio number	Date	Document	Status	Reason for Exemption
1-4	25/9/2013	Brief–Improving Information and Referral Services for Women in the ACT	Partial Release	FOI Act, s35
5-7a	2/10/2013	Email chain with attachment–WiRC changes Q&As	Release in full	
8-10	2/10/2013	Email chain with attachment–WiRC changes Q&As	Release in full	
11-14	2/10/2013	Email chain with attachment–WiRC changes, WiRC changes Q&As	Release in full	
15a-16	2/10/2013	Email chain with attachment–Improving Information	Partial release	Copy: Refer to Folios 1-4
17-18a	2/10/2013	Email chain with attachment–WiRC changes	Release in full	
19-24	3/10/2013	Email with attachments - WiRC changes, WiRC changes Q&As	Release in full	
25-27	29/10/2013	Email with attachment–WiRC letter	Release in full	
28a-29	7/11/2013- 8/11/2013	Email chain with attachment–Dot points	Release in full	
30-33	7/11/2013- 8/11/2013	Email chain with attachment–Dot points	Release in full	
34-36	19/11/2013	Email chain–Canberra Times Questions	Release in full	
37	19/11/2013	Email–CT response	Release in full	
38	19/11/2013	Email–Women’s Information and Referral Centre	Partial release	FOI Act, s41

Folio number	Date	Document	Status	Reason for Exemption
39-41	19/11/2013-20/11/2013	Email chain – WIRC statement	Release in full	
42	20/11/2013	Email – Women’s Information and Referral Centre	Release in full	
43-44	20/11/2013-22/11/2013	Email chain – Womens Information and Referral Centre	Partial release	FOI Act 1989, s41
45-46	20/11/2013-22/11/2013	Email chain – Womens Information and Referral Centre	Partial release	FOI Act 1989, s41
47	22/11/2013	Email – Change.org WiRC petition	Release in full	
48-49	20/11/2013-22/11/2013	Email chain – Women’s Information and Referral Centre	Release in full	
50	26/11/2013	Email chain – Letter to the Editor on WiRC	Release in full	
51-56	28/11/2013	Email chain with attachment – CM talkback brief	Release in full	
57	2/12/2013	Email chain – WiRC closure message	Release in full	
58-59a	3/12/2013	Email chain with attachment – wirc timeframe	Release in full	
60a-60	3/12/2013	Email chain – WiRC protest scheduled for Thursday	Release in full	
61-62	3/12/2013	Email chain – WiRC protest scheduled for Thursday	Release in full	
63-66a	3/12/2013	Email with attachments – WiRC Q&A and CM talkback brief	Release in full	
67-69	3/12/2013	Email with attachment – wirc timeframe	Release in full	
70-71	3/12/2013-4/12/2013	Email with attachment – WIRC dot points	Release in full	

Folio number	Date	Document	Status	Reason for Exemption
72a-74	3/12/2014	Email chain with attachments – Talking points and request (email chain of 2 December 2013)	Release in full	
75-76	4/12/2013	Email with attachment – WiRC Q&A	Release in full	
77-79	4/12/2013	Email with attachments – WiRC Q&A and media release	Release in full	
80-82	4/12/2013	Email with attachments – WiRC Q&A and media release	Release in full	
83a-85	4/12/2013	Email with attachment – media release	Release in full	
86a-87	4/12/2013	Email with attachment – media release	Release in full	
88-89	5/12/2013	Email with attachment – WiRC Q&A	Release in full	
90-91	5/12/2013	Email with attachment – CSD women's services media release	Release in full	
92-94	5/12/2013-9/12/2013	Email chain – first go at WiRC msg	Release in full	
95-98	5/12/2013-9/12/2013	Email chain – first go at WiRC msg	Release in full	
99-100	10/12/2013	Email chain – first go at WiRC msg	Release in full	
101-101a	10/12/2013	Email chain – first go at WiRC msg	Release in full	
102-104	10/12/2013	Email chain – first go at WiRC msg	Release in full	
105	11/12/2013	Email – CSD message to staff on WiRC	Release in full	
106	11/12/2013	Email chain – WiRC tweet	Release in full	
107	11/12/2013	Email – DRAFT: CSD message to staff on WiRC	Release in full	
108	11/12/2013	Email chain – Stats – WiRC Position Paper	Release in full	
109	11/12/2013	Email – DRAFT: CSD message to staff on WiRC	Release in full	

Folio number	Date	Document	Status	Reason for Exemption
110-111	11/12/2013-12/12/2013	Email – WiRC information on CSD website is out of date	Release in full	
112-127	06/12/2013-12/12/2013	Email with attachment – draft position paper	Release in full	
128-129	12/12/2013	Email – DRAFT: CSD message to staff on WiRC	Release in full	
130-131	12/12/2013	Email – DRAFT: CSD message to staff on WiRC	Release in full	
132-147	13/12/2013	Email with attachment – final position paper	Release in full	
148	13/12/2013	Email – Women’s information	Release in full	
149-151	17/12/2013	Email chain – STATUS – What’s on for Women Calendar	Not released	Outside the scope of request
152-154	17/12/2013	Email chain – What’s on for Women	Not released	Outside the scope of request
155-157	16/12/2013-17/12/2013	Email chain with attachment – Chief Minister letter	Release in full	
158-184	17/12/2013-18/12/2013	Email chain with attachment – Letters to Sector	Partial release	Folios 158-182 refer to Folder 2, Divider 7 for signed copies of letters
185	18/12/2013	Email – CSD Media Issues 18.12.13	Partial Release	Some information outside the scope of request

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Wednesday, 18 December 2013 4:55 PM
To: Howson, Natalie
Cc: Chapman, Sue; Clissold, Matthew; Daw, Lesley
Subject: CSD Media Issues 18.12.13

Hello Natalie,

Nic Manikis is preparing to issue letters to the women's sector providing copies of the WiRC position paper and we have drafted a response to the ministerials the Chief Minister received in response to the closure of WiRC.

Cheers,
Kanchan

Kanchan Dutt | Senior Manager
T: 02 6205 0282 | M: 0478 301 615
Media and Communications | Community Services Directorate | ACT Government
Level 8, 111 Moore St, Canberra City | GPO Box Canberra 158 | www.communityservices.act.gov.au



@CSD_ACT



Community Services Directorate

Dutt, Kanchan

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> 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> 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> 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/>>

>>>

>>>

>>>

>>>

>>> <Merged letters 2.doc>

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Tuesday, 17 December 2013 3:19 PM
To: Beaton, Richard; Aguilera, Alicia
Subject: RE: Women's information Centre (Wirc).
Attachments: Chief Minister letter.doc

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

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

From: Beaton, Richard
Sent: Monday, 16 December 2013 3:02 PM
To: Dutt, Kanchan; Aguilera, Alicia
Subject: Women's information Centre (Wirc).

Gday Kanchan

We have about 100 ministerials -- some examples attached, all basically part of the same campaign to save the Women's information Centre (Wirc).

Some have customised the message. We are wanting to get out one response out. I have attached a draft. Could you give us your thoughts please.

Richard

Richard Beaton | Senior Policy Officer, Office for Multicultural Affairs
Phone: +61 2 6207 5400 | Fax: +61 2 6207 0592 | Mobile: 0409 899 815 | Email: Richard.beaton@act.gov.au

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



ACT
Government

Community Services



Katy Gallagher MLA

CHIEF MINISTER

MINISTER FOR HEALTH

MINISTER FOR REGIONAL DEVELOPMENT

MINISTER FOR HIGHER EDUCATION

MEMBER FOR MOLONGLO

[Font is 12pt Arial Narrow]

[Name]

[Title Surname]

[Organisation]

[Address - Street or P O Box]

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

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

Thank you for your email of _____ regarding the recent ACT Government decision to remodel the services provided by the Women's Information and Referral Centre (WiRC). The ACT government has a strong commitment to the provision of gender services in the ACT and will continue to explore opportunities for women to have easier access to these services at a range of locations across the ACT.

It is important to be clear that WiRC is and always has been a government information and referral service and the ACT government is committed to continuing and improving its provision of an information and referral service for women in the ACT. The phone number for information and referral services is continuing to operate (02 6205 1075). No information or referral services are ending as a result of these changes. We are reducing duplication and improving outreach of services into the community.

Since WiRC was established in 1978, operations have been largely confined to the city location. Since this time, Canberra has experienced strong geographic growth, particularly in the town centres of Tuggeranong and Gungahlin as well as West Belconnen. Our research suggests that people in these areas are more in need of services than those in the inner-city and they face a higher risk of social isolation. In addition some of the most disadvantaged women were not accessing for former WiRC site and we are working to rectify this.

The ACT Government Child and Family Centres that my government has opened at the abovese locations provide information, parenting, Health health and family support services where they are needed most and in safe settings. Our future service model for information and referral services will leverage off the success of these regional centres and utilise existing community space including the Theo Notaras Multicultural Centre in Canberra city.

ACT LEGISLATIVE ASSEMBLY

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

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

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

This new model for information and referral services in the ACT will provide better reach to those most in need and provide greater efficiency to the people of Canberra. We have released a position paper which you can find at www.communityservices.act.gov.au/women/womens_information/womens-information-and-referral-centre-wirc-position-paper

I thank you for your interest in this area.

Yours sincerely

Katy Gallagher MLA
[Insert portfolio]

Dutt, Kanchan

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.

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.

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Dutt, Kanchan

From: Dutt, Kanchan
Sent: Friday, 13 December 2013 10:49 AM
To: CSD Webmaster
Cc: Daw, Lesley; Matthews, David; Manikis, Nic
Subject: RE: WIRC Position Paper with comment doc (2) (2)

Many thanks Bev.

From: CSD Webmaster
Sent: Friday 13 December 2013 10:40
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
@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
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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



ACT
Government
Community Services

WIRC SERVICES POSITION PAPER DECEMBER 2013

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

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",¹ 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

¹ 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 Tuggerahong 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 Nimityjah 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.

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.

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'.²

It is appropriate that WIRC as a generalist information and referral service be relocated to the Theo Notaras Multicultural Centre as 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 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.

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

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 TABLE OF CURRENT AND FUTURE SERVICE PROVISION

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.

Additionally, the ACT Government has provided a range of community organisations with grants to undertake research and provide information sessions around the subject of financial literacy for women, under the Womens Grants Program.

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 Outsourced to community provider from 1 July 2014	3%	100%
Facilitate operation of Financial/legal information sessions	Organised by WIRC until 30 June 2014 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. Attendees are primarily public servants– not CSD target group– referred to Public Service Commissioner 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
			Total WIRC services continued = 99.5%

Dutt, Kanchan

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



@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

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Thursday, 12 December 2013 11:20 AM
To: Daw, Lesley
Cc: Aguilera, Alicia; Callen, Michelle; Chapman, Sue
Subject: RE: DRAFT: CSD message to staff on WiRC

Hello Lesley,
 Revised message below with added text in bold.
 Cheers,
 Kanchan

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



@CSD_ACT



Community Services Directorate

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

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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

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Thursday, 12 December 2013 11:08 AM
To: Aguilera, Alicia
Cc: Barr, Beverley (CSD)
Subject: FW: WIRC Position Paper doc
Attachments: WIRC Position Paper doc.doc

Hello Alicia,
 Not sure if you have seen this already, it's the position paper on WIRC.
 Bev this is a draft of the doc that might be going online tomorrow.
 Cheers,
 Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

From: Doyle, Bridie
Sent: Friday, 6 December 2013 9:55 AM
To: Dutt, Kanchan
Subject: WIRC Position Paper doc

Hi Kanchan
 Position paper for talking points as discussed.

Cheers
 Bridie



ACT
Government
Community Services

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, Indigenous women or women from diverse cultural backgrounds. 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 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. It is a service of the ACT Government Office for Women where the staff member operated primarily from the WIRC site. However the program has been moving to an outreach based service model and staff report this has seen a wider and more disadvantaged group of women accessing this 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 and will continue to expand and explore the outreach model.

Therefore no changes or reference is made to this service other than as an example of outreach successfully improving accessibility.

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",¹ 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.

¹ Western Australia Government, *Community Information Evaluation Final Report*, Western Australia, 2013, p.14.

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 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. A full consultative evaluation should occur prior to 30 June 2013, undertaken through a separate contract.

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.

Key point 3. A full evaluation of the content, delivery and model of all domestic violence related support groups will be included as a separate deliverable (and separate funding) in the support group contract noted at Key point 3. This evaluation is to be completed prior to 30 June 2014 and the evaluation will also consider and make recommendations on the variety of locations that could be utilised to enhance accessibility.

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. This evaluation should be done through a select tender process to ensure an appropriate provider experienced in the provision of women's services and/or support groups.

Key point 4. The provision of the current WIRC courses related to post crisis domestic violence support be included in the evaluation noted at Key point 4.

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 5. 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 CMTD for consideration as part of their 'supporting our staff' commitments.

Key Point 6. The Thinking Thursday sessions will cease and the information on the demand for the Thinking Thursday sessions will be passed to CMTD 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'.²

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

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

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

Key point 7. 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 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.

Key Point 8. 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 9. The Internet/ computer services will be relocated to the Theo Notaras Centre.

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The current library facilities at WIRC were only accessed by 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. This could be determined in the future in consultation with the women's sector. Due to the time constraints on printing the calendar for instance, the interim name used will be 'Women's Information'.

Key point 10. Consultation with the sector will occur to determine 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 11.- 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 12. 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 as to the success of the relocation of WIRC and the intention 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 Office for Women 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 a perfect 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.

A full evaluation of the reformed model of service delivery should occur in preparation of the new ACT Women's Plan in June/July 2015. The parameters, deliverables and timeframe of this evaluation will be determined and managed by the Office for Women in consultation with the women's sector.

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).

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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.

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 outreach basis would enhance access for women in the ACT. It is also safe to assume that given the low numbers of clients from diverse cultural 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 general 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 possibilities for a 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.

Bilateral consultation was also conducted with staff in Office for Women and CSD staff working on the Human Services Blueprint.

An information update and question session was provided to the December meeting of the Ministerial Advisory Council for Women.

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 Outsourced to community provider from 1 July 2014	3%	100%
Facilitate operation of Financial/legal information sessions	Organised by WIRC until 30 June 2014 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. 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 Nataras centre	14%	100%
Domestic violence phone app	Investigate purchase/development support phone app like 'Aurora' in NSW	Nil	Additional
			Total WIRC services continued = 99.5%

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Thursday, 12 December 2013 10:43 AM
To: CSD Webmaster
Subject: RE: WiRC information on CSD website is out of date

Many thanks Bev.

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

From: CSD Webmaster
Sent: Thursday, 12 December 2013 10:38 AM
To: Dutt, Kanchan
Subject: RE: WiRC information on CSD website is out of date

Kanchan

I've corrected the spelling in the title of the Q&A page and added a link to it from the WiRC page. I have also changed the page name for the left nav to Women's Information. We are expecting an update to content on this page either today or tomorrow.

Cheers
Bev

From: Dutt, Kanchan
Sent: Thursday, 12 December 2013 9:16 AM
To: CSD Media; CSD Webmaster
Subject: RE: WiRC information on CSD website is out of date

Thanks Alicia.
Online, can this page be redirected to the WiRC Q&A -
<http://www.communityservices.act.gov.au/women/wirc-questions-and-answers?>

Cheers,
Kanchan

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

From: Aguilera, Alicia **On Behalf Of** CSD Media
Sent: Thursday, 12 December 2013 8:19 AM
To: CSD Webmaster; Dutt, Kanchan
Subject: FW: WiRC information on CSD website is out of date

From: Tim Bavinton [mailto:tbavinton@shfpact.org.au]
Sent: Wednesday, 11 December 2013 5:02 PM
To: CSD Media; Women
Subject: WIRC information on CSD website is out of date

Dear CSD staff,

Just advising that I followed a link to CSD website and found information about WIRC is still up that doesn't show that the service has been closed:

http://www.communityservices.act.gov.au/women/womens_information_and_referral_centre

Cheers,

Tim Bavinton
Executive Director
Sexual Health and Family Planning ACT Inc.

Tel: (02) 6163 3427
www.shfpact.org.au



Please note that I do not work Fridays

DISCLAIMER

This email, including any attachments, is intended only for the use of the addressee, is not intended to be used as medical advice, and may contain information that is confidential and subject to legal privilege. If you have received this email in error, please notify the sender immediately and delete the email from your system.

Dutt, Kanchan

From: Dutt, Kanchan
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 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.

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

Dutt, Kanchan

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
121 (0.97%)	identified as having a disability
168 (1.34%)	identified as being under the age of 25 years.

Cheers

nic

Dutt, Kanchan

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.

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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 **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 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

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Community Services Directorate

Dutt, Kanchan

From: Callen, Michelle
Sent: Wednesday, 11 December 2013 12:27 PM
To: Dutt, Kanchan
Cc: Daw, Lesley
Subject: FW: WIRC tweet

Hello Kanchan – can you please let the Minister's Office know of this message, Michelle

From: Aguilera, Alicia
Sent: Wednesday, 11 December 2013 10:10 AM
To: Daw, Lesley; Callen, Michelle; Chapman, Sue; Manikis, Nic; Wensing, Veronica
Subject: FW: WIRC tweet

From: Caldwell, Anna
Sent: Wednesday, 11 December 2013 9:31 AM
To: Aguilera, Alicia; Dutt, Kanchan
Subject: WIRC tweet

[Christina Ryan @HChristinaR 6m](#)

Protest vigil at closure of WIRC this Friday 4.30 pm outside the WIRC office in London Circuit. Bring a candle, wear purple/green [#canberra](#)

Anna Caldwell | Senior Media and Communications Officer

T: 02 6205 0619 | F: 02 6205 0279

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Community Services Directorate

Dutt, Kanchan

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.

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 information and referral 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 and some of the programs running next year include

XXXXXXXXXXXX

ENDS

Cheers,
Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

Dutt, Kanchan

From: Doyle, Bridie
Sent: Tuesday, 10 December 2013 1:32 PM
To: Dutt, Kanchan
Subject: RE: first go at WIRC msg

I saw it too- its an Amnesty thing and on the table is a petition and there was a woman speaking for a bit- cant work out how it got to Amnesty tho!

From: Dutt, Kanchan
Sent: Tuesday, 10 December 2013 1:28 PM
To: Doyle, Bridie
Subject: RE: first go at WIRC msg

Hello Bridie,
Anna in my team mentioned that she'd was approached in Civic over lunch to sign a petition saving WIRC.
Do you know if there is any word on a further protest?
Cheers,
Kanchan

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

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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Community Services Directorate

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

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

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

Regards
 Bridie

Ps- there are too many gateways already!

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

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

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

Hello all,
 We have revised the WiRC message based on feedback received, please see below.
 The Minister's Office has asked for some suggestions on what we propose to call the new service. I mentioned that one option was calling it *Women's Information and Referral Services*.
 Would another option be the *Women's Gateway*? Or *Women's Information and Referral Hub*
 Appreciate any other suggestions and if we can get some options to Min's Office by CoB today that'd be great.

Colleagues

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

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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 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

Dutt, Kanchan

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

Kanchan

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

Cheers

nic

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

Hello all,

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

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

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

Colleagues

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

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

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

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

ENDS

Cheers,
Kanchan

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

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[Community Services Directorate](#)

Dutt, Kanchan

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

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

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

Hello all,

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

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

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

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

Colleagues

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

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ENDS

Cheers,
 Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

Dutt, Kanchan

From: Chapman, Sue
Sent: Monday, 9 December 2013 6:38 PM
To: Dutt, Kanchan
Subject: RE: first go at WiRC msg

Kanchan

The minister wants us to call it WIRC in Theo Notaris centre. Talk to Lesley about it please.

And I think we should be careful about the last sentence. Maybe say that staff will be relocating over the remainder of the month the and the ph no staying the same with courses previously run out of London ct being run from TN or elsewhere as appropriate.. Women Calendar will be available in Jan for other programs etc.

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

Cheers,
 Kanchan

Kanchan Dutt | Senior Manager
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Community Services Directorate

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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Community Services Directorate

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

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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ENDS

Cheers,
Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

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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Community Services Directorate

From: Aguilera, Alicia

Sent: Thursday, 5 December 2013 10:45 AM

To: Dutt, Kanchan

Subject: first go at WiRC msg

Colleagues

95

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** programs will be moved 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 and other services will be moved to appropriate sites in other parts of Canberra.**

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

Natalie Howson
Director General

Alicia Aguilera | Senior Media & Communications Officer

T: 02 6207 6275 | F: 02 6205 0279

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Dutt, Kanchan

From: Dutt, Kanchan
Sent: Monday, 9 December 2013 12:26 PM
To: Aguilera, Alicia
Subject: FW: first go at WIRC msg

FYI – I'll send on to Sue now.

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

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
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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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Community Services Directorate

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
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Throughout the remainder of this month and January the services will be moved to their new locations.
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Cheers,
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Kanchan Dutt | Senior Manager
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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.
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Kanchan Dutt | Senior Manager
T: 02 6205 0282 | M: 0478 301 615
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Community Services Directorate

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

Colleagues

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 Director General

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Dutt, Kanchan

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

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Thursday, 5 December 2013 11:27 AM
To: CSD Webmaster
Attachments: WiRC Q&A.docx

Importance: High

Hello,

Can the attached doc please go on the CSD website homepage under 'Latest news'.

Cheers,

Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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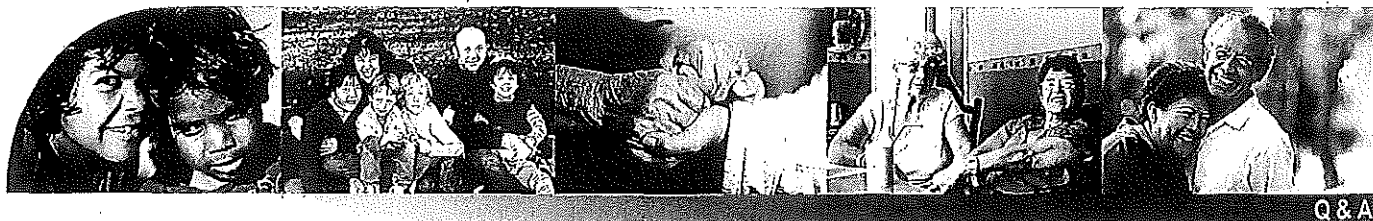
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Community Services Directorate



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 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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Dutt, Kanchan

From: Dutt, Kanchan
Sent: Wednesday, 4 December 2013 8:14 PM
To: Springett, Emily
Subject: FW: WiRC media release and Q&A
Attachments: CSD WiRC update.doc; image001.gif; image002.jpg

Hello Emily,

Attached is the draft WiRC media release that we're proposing to send out tomorrow. Please excuse the inclusion of the tracked changes, I'm unable to accept them from my iPad. Appreciate any feedback

Cheers, Kanchan



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Media Release

5 December 2013

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

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"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

Dutt, Kanchan

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

Hello all,
 Thanks for feedback, I have reworked the media release and Q&A. Appreciate it if you could take a look.
 Hoping to get to Min's Office in the morning.
 Cheers,
 Kanchan

Kanchan Dutt | Senior Manager
 T: 02 6205 0282 | M: 0478 301 615
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81

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

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

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Community Services

Media Release

5 December 2013

New model for women's services-information to provide better support

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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

Dutt, Kanchan

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
Attachments: WIRC Q&A.docx; CSD WIRC update.doc

Hello all,

Thanks for feedback, I have reworked the media release and Q&A. Appreciate it if you could take a look. Hoping to get to Min's Office in the morning.

Cheers,
 Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

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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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

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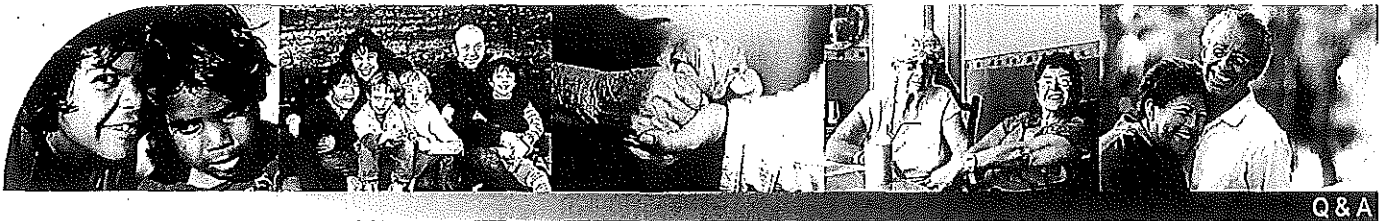
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Community Services Directorate



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 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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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

Dutt, Kanchan

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
Attachments: CSD WiRC update.doc; WiRC Q&A.docx

Hello all,

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Kanchan

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 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

Media contact Kanchan Dutt: 6205 0282 / 0478 301 615 / kanchan.dutt@act.gov.au



Women's Information and Referral Centre Q&A

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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.

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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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Dutt, Kanchan

From: Dutt, Kanchan
Sent: Wednesday, 4 December 2013 1:33 PM
To: Springett, Emily
Cc: Aguilera, Alicia
Subject: WiRC Q&A
Attachments: WiRC Q&A.docx

Hello Emily,
Here's the draft WiRC Q&A.
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



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Community Services Directorate



Women's Information and Referral Centre Q&A

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w www.communityservices.act.gov.au

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Tuesday, 3 December 2013 4:38 PM
To: John, Anna
Subject: RE: For clearance: talking points WIRC and Elder Abuse phone line
Attachments: M-13-2264 AttB Talking points (2).doc

Hello Anna,
 Made some suggested tracked changes to the attached and included one question at the end.
 Let me know if there are any questions.
 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



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Community Services Directorate

From: John, Anna
Sent: Tuesday, 3 December 2013 4:20 PM
To: Dutt, Kanchan
Subject: FW: For clearance: talking points WIRC and Elder Abuse phone line

Hi Kanchan
 I have attached one additional item that might be useful- the request from the Minister's Office!
 Cheers
 Anna

From: John, Anna
Sent: Tuesday, 3 December 2013 4:05 PM
To: Dutt, Kanchan
Subject: For clearance: talking points WIRC and Elder Abuse phone line

Dear Kanchan

Nic has asked if you could please look over the attached talking points re the combining of the WIRC and Elder Abuse phone line. I have also included background brief FYI.

Thank you.

Regards
 Anna

Anna John | Manager | Office for Ageing
Phone 02 6205 5365 | Fax 02 6207 0592
Community Participation Group | Office for Ageing | Community Services Directorate | ACT Government
 Level 4 11 Moore St Canberra City | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Talking points

- The Community Services Directorate Community Participation Group will combine the management of the Older Persons Abuse Prevention Referral and Information Line (APRIL) and Women's Information and Referral Centre (WIRC) phone services for at least the next 12 months commencing 1 Feb 2014.
- Both phone numbers will continue to be in use without loss of service.
- The management of APRIL is currently outsourced to Anglicare Canberra and Goulburn whose three year contract worth \$74,732.35pa (GST excl) expires on 31 January 2014.
- Combining the It is cost and resource efficient to combine the functions and management of the two existing phone services will bring efficiencies while maintaining separate phone numbers and badging.
- It is proposed that the \$70,000 currently used to fund the APRIL be used to employ two part-time officers who will be (overlapping for three days each week) to be responsible for the two phone lines and associated public awareness activities and assisted by existing staff in the Community Participation Group.
- In 2012-13, APRIL received 139 calls, delivered 10 information sessions and held 11 public awareness stands.
- We thank Anglicare for their work. We believe that combining the management of the WIRC and APRIL helplines and utilising the wider resources of the Community Services Directorate will enable more people to be supported.
- We will review the effectiveness of the new approach after 12 months to see it is performing.
 - Background
- APRIL was first established in 2004 in response to recommendations of the 2001 Standing Committee inquiry into elder abuse.
- The service has been operated by a number of organisations including the ACT Office for Ageing and WIRC and, most recently, by Anglicare Canberra & Goulburn.
- Anglicare's contract commenced on 1 February 2011 and expires on 31 January 2014. The current value of the agreement is \$74,732.35pa (GST excl).
- Anglicare Canberra & Goulburn have been notified that their service funding agreement will not be renewed.

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- The scope of functions undertaken by the Older Persons APRIL includes:

- Providing information in response to enquiries, including from older people, their families and carers, community organisations and service providers;
- Referral to appropriate services, including facilitating contact with services as required;
- Assisting older people at risk of, or experiencing, elder abuse to articulate their issues and access services to resolve those issues; and
- Promoting awareness of the Older Persons Abuse Prevention Referral and Information Line.

- ~~In 2012-13, the Older Persons APRIL received 139 calls, delivered 10 information sessions and held 11 public awareness stands.~~

- The existing WIRC office closed on 13 December 2013, with the current suite of functions to be transferred to ACT Government or the community sector. One of the key functions provided by WIRC is an information and referral line primarily providing information about courses and services for women in the ACT. [This function comprises 74% of the total WIRC workload with 5,787 calls received in 2012-2013.]

Comment [kd1]: I think the 74% refers to phone, email and fax contact not only phone.

71a

M - 13/2264

Bottcher, Ian

From: OLoughlin, Larry
Sent: Monday, 2 December 2013 3:17 PM
To: Manikis, Nic
Cc: Robbins, Jarrah; Bottcher, Ian
Subject: RE: Elder Abuse Hotline
 Nic

Can you please also provide a briefing on how we are going to maintain an elder abuse telephone presence even while we might not be doing it through the Anglicare facility?

We also have understood that there were 139 calls to the Anglicare service. Can the brief also include that figures and any updates and specify the periods covered by the data?

We will also need talking points on all of the above.

Thanks

Larry O'Loughlin | Chief of Staff | Shane Rattenbury MLA | ACT Greens Member for Molonglo
 Minister for Territory and Municipal Services; Minister for Corrections; Minister for Housing; Minister for Aboriginal and Torres Strait Islander Affairs; Minister for Ageing.
 02 6205 0541 larry.oloughlin@act.gov.au Follow Shane on [Facebook](#) and [Twitter](#)

From: OLoughlin, Larry
Sent: Monday, 2 December 2013 1:17 PM
To: Manikis, Nic
Cc: Robbins, Jarrah
Subject: RE: Elder Abuse Hotline

Hello Nic

Yes, as discussed, Minister agrees that we look at other arrangements and not go to tender and he agree that it is ok to inform Anglicare of this arrangement.

Larry O'Loughlin | Chief of Staff | Shane Rattenbury MLA | ACT Greens Member for Molonglo
 Minister for Territory and Municipal Services; Minister for Corrections; Minister for Housing; Minister for Aboriginal and Torres Strait Islander Affairs; Minister for Ageing.
 02 6205 0541 larry.oloughlin@act.gov.au Follow Shane on [Facebook](#) and [Twitter](#)

From: Manikis, Nic
Sent: Monday, 2 December 2013 10:08 AM
To: OLoughlin, Larry
Subject: Elder Abuse Hotline

Larry

This is just to confirm your advice on Friday that the Minister is happy for me to write to Anglicare to let them know that we will not be going to tender for the Elder Abuse Hotline service following the conclusion of their current service agreement.

cheers

Nic Manikis Director, Community Participation Group

2/12/2013

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



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Dutt, Kanchan

From: Dutt, Kanchan
Sent: Wednesday, 4 December 2013 10:22 AM
To: Aguilera, Alicia
Subject: FW: WIRC dot points- 3 december 2013
Attachments: WIRC dot points- 3 december 2013.doc

Hello Alicia,
This info might help for your WIRC message.
Cheers,
Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

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

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

Regards

WOMENS INFORMATION AND REFERRAL CENTRE (WIRC) DOT POINTS

3 December 2013

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

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Tuesday, 3 December 2013 3:30 PM
To: Aguilera, Alicia
Subject: FW: wirc timeframe
Attachments: wirc timeframe.doc

Here's the timeframe from Nic I mentioned.

Kanchan Dutt | Senior Manager

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Community Services Directorate

From: Manikis, Nic
Sent: Tuesday, 3 December 2013 12:00 PM
To: Dutt, Kanchan
Subject: wirc timeframe

**DRAFT TIMEFRAME for implementing the relocation of
Womens information and referral services and programs**

31 January 2014	Lease for WiRC office space on London Circuit expires.
17 – 30 January 2014	Make good the WiRC office accommodation ready for handing back to building owner.
20 December 2013	Previous WiRC functions formally commence in the Theo Notaras Multicultural Centre. - Phone line - Referral service - Library books (in Theo Notaras Multicultural Centre or Civic Library) - computers (client access) - Return to Work - Relevant publications in place at Children and Family Centres, Gateway, and Therapy ACT. Office for Women staff and WiRC staff (to be redeployed) relocated to Theo Notaras Multicultural Centre.
16-19 December 2013	relocate furniture, computers, the phone line, publications and possibly the Library, from WiRC office to Theo Notaras Multicultural Centre. An alternative location for the WiRC books may be the Civic Library.
13 December 2013	Last course scheduled to be delivered at the WiRC office. Future courses to be delivered/coordinated by Office for Women from Theo Notaras Multicultural Centre or by an community organisation.
12 December 2013 (Tbc)	Function to recognise WiRC staff and past achievements.
14 November 2013	Meeting with WiRC staff to continue discussions new service model meeting will continue weekly until the Centre office closes or as required.
16 Oct -22 Nov 2013	Work with HR to place 3FTEs in other roles - 0.5FTE WiRC officer and <i>Return to Work Officer</i> (RTWO) to relocate to Theo Notaras Multicultural Centre as part of Office for Women (Community Participation Group). It is proposed that the RTWO would have a day in each of the three Children and Family Centres during the week.
31 October 2013	Arrange accommodation for WiRC services in the Theo Notaras Multicultural Centre:

30 October 2013

Meeting with WiRC staff to discuss new service model

28 -31 October 2013

Discussions with the following organisations to take up WiRC services such as coordinating and/or delivering DV support group work, development courses on topics such as legal, financial literacy and health:

- Supportlink – Tony Campbell (funded by AFP)
- Children and Family Centres
- ACT Libraries
- Gateway NDH
- DVCS
- YWCA
- Womens Centre for Health Matters
- Womens Legal Centre

28 October 2013

Meeting with CPSU cancelled by the CPSU and rescheduled for 29 October 2013

25 October 2013

Meeting with representatives from the local women's sector

25 October 2013

Email from CPSU requesting an urgent meeting

24 October 2013

Meeting with WiRC staff to discuss new service model.

18 October 2013

Meeting with representatives from the local women's sector

16 October 2013

Meeting with WiRC staff to discuss new service model

Dutt, Kanchan

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

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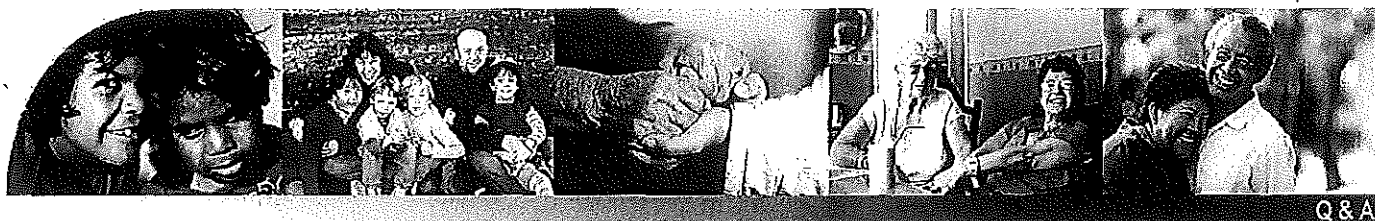
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Community Services Directorate



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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 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

- 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

- 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;
- 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.

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Tuesday, 3 December 2013 1:29 PM
To: Springett, Emily
Subject: RE: WiRC protest scheduled for Thursday

Also, we were thinking of doing a media release to issue tomorrow updating the situation re the location of services. It won't be the complete final package but could highlight some details we do already know. Would you want to issue this, ahead of Thursday's possible protest?

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

From: Springett, Emily
Sent: Tuesday, 3 December 2013 12:49 PM
To: Dutt, Kanchan
Cc: Violante, Victor; Manikis, Nic; Callen, Michelle; Beer, Kylie; Aguilera, Alicia
Subject: RE: WiRC protest scheduled for Thursday

How is the Q&A for your website going? Is it on there?

Emily Springett
 Media Advisor

Office of Joy Burch, MLA

Minister for Education and Training

Minister for Children and Young People, Disability

Minister for Arts

Minister for Gaming and Racing

Minister for Multicultural Affairs

Minister for Women

Member for Brindabella

T. 02 6205 7402

M. 0413 169 029

E. emily.springett@act.gov.au

From: Dutt, Kanchan
Sent: Tuesday, 3 December 2013 11:59 AM
To: Springett, Emily
Cc: Violante, Victor; Manikis, Nic; Callen, Michelle; Beer, Kylie; Aguilera, Alicia
Subject: WiRC protest scheduled for Thursday

Hello Emily,

We have just been informed about a possible WiRC protest taking place this Thursday in front of the Assembly.

We understand that those attending have been asked to bring along 20 cent coins to indicate the protesters' estimation of the savings achieved by the process. Not sure of the exact calculations behind this.

Cheers,
Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Tuesday, 3 December 2013 1:27 PM
To: Springett, Emily
Cc: Violante, Victor; Manikis, Nic; Callen, Michelle; Beer, Kylie; Aguilera, Alicia
Subject: RE: WiRC protest scheduled for Thursday

Apologies, not yet.
 Finalising it.

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

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We understand that those attending have been asked to bring along 20 cent coins to indicate the protesters' estimation of the savings achieved by the process. Not sure of the exact calculations behind this.

Cheers,
Kanchan

Kanchan Dutt | Senior Manager

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Community Services Directorate

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Tuesday, 3 December 2013 12:07 PM
To: Manikis, Nic
Subject: RE: wirc timeframe

Mainly staff and former clients then as opposed to MLAs or community sector reps?

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

From: Manikis, Nic
Sent: Tuesday, 3 December 2013 12:03 PM
To: Dutt, Kanchan
Subject: RE: wirc timeframe

No but the staff have asked for a low key event.

Cheers

nic

From: Dutt, Kanchan
Sent: Tuesday, 3 December 2013 12:02 PM
To: Manikis, Nic
Subject: RE: wirc timeframe

Hello Nic,

Many thanks for this.

Do we know will be invited to the event on 12 December?

Cheers,

Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

From: Manikis, Nic
Sent: Tuesday, 3 December 2013 12:00 PM
To: Dutt, Kanchan
Subject: wirc timeframe

**DRAFT TIMEFRAME for implementing the relocation of
Womens information and referral services and programs**

31 January 2014	Lease for WiRC office space on London Circuit expires.
17 – 30 January 2014	Make good the WiRC office accommodation ready for handing back to building owner.
20 December 2013	Previous WiRC functions formally commence in the Theo Notaras Multicultural Centre. - Phone line - Referral service - Library books (in Theo Notaras Multicultural Centre or Civic Library) - computers (client access) - Return to Work - Relevant publications in place at Children and Family Centres, Gateway, and Therapy ACT. Office for Women staff and WiRC staff (to be redeployed) relocated to Theo Notaras Multicultural Centre.
16-19 December 2013	relocate furniture, computers, the phone line, publications and possibly the Library from WiRC office to Theo Notaras Multicultural Centre. An alternative location for the WiRC books may be the Civic Library.
13 December 2013	Last course scheduled to be delivered at the WiRC office. Future courses to be delivered/coordinated by Office for Women from Theo Notaras Multicultural Centre or by an community organisation.
12 December 2013 (Tbc)	Function to recognise WiRC staff and past achievements.
14 November 2013	Meeting with WiRC staff to continue discussions new service model meeting will continue weekly until the Centre office closes or as required.
16 Oct -22 Nov 2013	Work with HR to place 3FTEs in other roles - 0.5FTE WiRC officer and <i>Return to Work Officer</i> (RTWO) to relocate to Theo Notaras Multicultural Centre as part of Office for Women (Community Participation Group). It is proposed that the RTWO would have a day in each of the three Children and Family Centres during the week.
31 October 2013	Arrange accommodation for WiRC services in the Theo Notaras Multicultural Centre:

30 October 2013

Meeting with WIRC staff to discuss new service model

28 -31 October 2013

Discussions with the following organisations to take up WIRC services such as coordinating and/or delivering DV support group work, development courses on topics such as legal, financial literacy and health:

- Supportlink – Tony Campbell (funded by AFP)
- Children and Family Centres
- ACT Libraries
- Gateway NDH.
- DVCS
- YWCA
- Womens Centre for Health Matters
- Womens Legal Centre

28 October 2013

Meeting with CPSU cancelled by the CPSU and rescheduled for 29 October 2013

25 October 2013

Meeting with representatives from the local women's sector

25 October 2013

Email from CPSU requesting an urgent meeting

24 October 2013

Meeting with WIRC staff to discuss new service model.

18 October 2013

Meeting with representatives from the local women's sector

16 October 2013

Meeting with WIRC staff to discuss new service model

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Monday, 2 December 2013 9:59 AM
To: Aguilera, Alicia
Subject: RE: WiRC closure message
Attachments: image001.gif; image002.jpg; image003.jpg

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 able 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]

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Thursday, 28 November 2013 12:52 PM
To: Aguilera, Alicia
Cc: Caldwell, Anna
Subject: FW: CSD 22 - Improving Services for Women in the ACT
Attachments: CSD 22 - Improving Services for Women in the ACT.doc

FYI – CM Talkback brief on WiRC.

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

From: Matthews, David
Sent: Thursday, 28 November 2013 12:51 PM
To: Martinez, Catherine
Cc: Manikis, Nic; Beaton, Richard; Dutt, Kanchan; Elsey, Melissa
Subject: FW: CSD 22 - Improving Services for Women in the ACT

I approve this version.

Regards and thank

David Matthews

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

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

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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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?

55
It's been updated.

David Matthews

Begin forwarded message:

From: "Manikis, Nic" <NIC.MANIKIS@act.gov.au>
Date: 28 November 2013 10:22:57 am AEDT
To: "Matthews, David" <David.Matthews@act.gov.au>
Cc: "Beaton, Richard" <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 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 ~~is~~ changes will ~~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.
-

Chief Ministers Talkback Brief

CSD 22: Improving Services for Women in the ACT

- 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
-

3 6

Chief Ministers Talkback Brief

CSD 22: Improving Services for Women in the ACT

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;
-

Chief Ministers Talkback Brief

CSD 22: Improving Services for Women in the ACT

- 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.

Dutt, Kanchan

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

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Community Services Directorate

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

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Friday, 22 November 2013 2:21 PM
To: Beaton, Richard
Subject: FW: Women's Information and Referral Centre

Hello Richard,

In relation to your email from yesterday about the dot points provided to Sue for the WIN News WIRC interview, Michelle Callen provided Sue with the material prepared for Annual Report hearings and I provided the below information.

Hope this helps,
 Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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

From: Dutt, Kanchan
Sent: Wednesday, 20 November 2013 11:22 AM
To: Callen, Michelle
Subject: FW: Women's Information and Referral Centre
Importance: High

Hello Michelle,

Immediately below is the statement given by Min's Office to WIN News yesterday in relation to WIRC (story did not run):

"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."

ENDS

Here is the information I provided to the Canberra Time yesterday (again story did not run):

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.

ENDS

Key message that the Min's Office has asked us to promote is that we are working with the community on this and there will be continuity of service.

I'll draft some potential Q&As.

Cheers,

Kanchan

Dutt, Kanchan

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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Community Services Directorate

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Friday, 22 November 2013 1:20 PM
To: Springett, Emily
Subject: RE: Womens Information and Referral Centre

Hello Emily,

In this release, the penultimate paragraph refers to a statement on how the authors see WIRC, do you have this attachment by any chance?

Cheers,
 Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

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.

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

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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Dutt, Kanchan

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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Community Services Directorate

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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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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 4/

Rhiân Williams on 4/

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Dutt, Kanchan

From: Dutt, Kanchan
Sent: Wednesday, 20 November 2013 11:22 AM
To: Callen, Michelle
Subject: FW: Women's Information and Referral Centre

Importance: High

Hello Michelle,

Immediately below is the statement given by Min's Office to WIN News yesterday in relation to WIRC (story did not run):

"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."

ENDS

Here is the information I provided to the Canberra Time yesterday (again story did not run):

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.

ENDS

Key message that the Min's Office has asked us to promote is that we are working with the community on this and there will be continuity of service.

I'll draft some potential Q&As.

Cheers,
 Kanchan

Dutt, Kanchan

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



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Community Services Directorate

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
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Community Services Directorate

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

Hi Lincoln,

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

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

Thanks

Emily

Emily Springett
Media Advisor

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

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

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

Hey Emily

The story ended getting bumped at the last minute tonight.

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

Linc

Lincoln Rothall
Journalist
WIN News Canberra
Ph. 0421 430 263

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

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

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

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

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

Emily Springett
Media Advisor

Office of Joy Burch, MLA

Minister for Education and Training

Minister for Children and Young People, Disability

Minister for Arts

Minister for Gaming and Racing

Minister for Multicultural Affairs

Minister for Women

Member for Brindabella

T. 02 6205 7402

M. 0413 169 029

E. emily.springett@act.gov.au

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Dutt, Kanchan

From: Dutt, Kanchan
Sent: Tuesday, 19 November 2013 5:33 PM
To: Larissa.nicholson@fairfaxmedia.com.au
Subject: Women's Information and Referral Centre

Importance: High

Hello Larissa,

Your inquiry on the Women's Information and Referral Centre has been passed on to the Community Services Directorate for a response. Please find response below and if required please quote a spokesperson for the 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.

ENDS

Cheers,

Kanchan Dutt

4/.

Dutt, Kanchan

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>>

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.

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Tuesday, 19 November 2013 5:07 PM
To: Manikis, Nic; Beaton, Richard
Subject: FW: Canberra Times Questions

Hello,
 Apologies for not including you in this, final draft response below.
 Cheers,
 Kanchan

From: Dutt, Kanchan
Sent: Tuesday 19 November 2013 16:53
To: Springett, Emily
Cc: Manikis, Nic; Aguilera, Alicia
Subject: RE: Canberra Times Questions

Hello Emily,
 Please find suggested response below:
 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
 Media and Communications | Community Services Directorate | ACT Government Level 8, 11 Moore St,
 Canberra City | GPO Box Canberra 158 |
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Services Directorate<<http://www.facebook.com/pages/Community-Services-Directorate/206453312698285>>

From: Caldwell, Anna
Sent: Tuesday, 19 November 2013 2:50 PM
To: Manikis, Nic
Cc: Daw, Lesley; Callen, Michelle; Dutt, Kanchan
Subject: FW: Canberra Times Questions
Importance: High

Hi Nic
See below, can you provide a response urgently please.

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

From: Springett, Emily
Sent: Tuesday, 19 November 2013 2:45 PM
To: Caldwell, Anna
Cc: Aguilera, Alicia; Dutt, Kanchan
Subject: FW: Canberra Times Questions
Importance: High

Will need advice from CSD ASAP on below please. Note deadline.

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: Larissa Nicholson [<mailto:larissa.nicholson@fairfaxmedia.com.au>]
Sent: Tuesday, 19 November 2013 2:41 PM
To: Springett, Emily
Subject: Canberra Times Questions

Hi Emily,

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

[https://38951efc-a-4976d694-s-sites.googlegroups.com/a/fairfaxmedia.com.au/emailsignatureimages/home/CT-ap-Email-Sig%20%281%29.jpg?attachauth=ANoY7coJMxotLjMc8iMySRP2DrkVFtmDvb7GCFldQb-zkl478zoFGzSdOYZVIIIIEGZGcXeR0IXJLE_Uw8soBc52smU9NnFx_oTZISXdmqWlga9xiDymgBLO9nwcFCJ6-CpJgmz6tUI-UEVyFqqpasqdi9AUqqOOqbqE7_A2WIR_UrY-fCnSaPoazY7PohZGZrnj-TN8dhBkNnBSMOhk6xG8jz-fFKLetUTaMICaNDMQkYPvz535R3MigAREx9eFkzsZ52WTeVfuk&attredirects=0]

Larissa Nicholson
canberratimes.com.au | Journalist

a: 9 Pirie St Fyshwick, ACT 2609 t: 02 6280 2241

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Dutt, Kanchan

From: Dutt, Kanchan
Sent: Friday, 8 November 2013 9:35 AM
To: Callen, Michelle
Subject: FW: DOT POINTS IN RESPONSE TO LETTER IN THE CANBERA TIMES
Attachments: DOT POINTS IN RESPONSE TO LETTER IN THE CANBERA TIMES.doc

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

From: Manikis, Nic
Sent: Thursday, 7 November 2013 1:42 PM
To: Chapman, Sue
Cc: Dutt, Kanchan
Subject: DOT POINTS IN RESPONSE TO LETTER IN THE CANBERA TIMES

Sue

A more comprehensive brief will be provided around these issues. I have added additional information to the dot points provided earlier today.

nic

DOT POINTS IN RESPONSE TO LETTER IN THE CANBERRA TIMES

(Ms Elena Almassy 7 November 2013)

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

(a) Ms Almassy asserts that: -

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

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

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

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

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

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

WIRC Data Collection

I understand that a weekly tally form is used to capture on a daily basis, the occasions of service, which may include:

- telephone
- face-to-face appointment
- face-to-face drop-in-visit
- Email
- Fax
- Post
- Library use
- Internet use

WIRC uses a computerised data collection system to collect information to measure the activities of the Centre and record the number of occasions of service.

An occasion of service is a specified instance of an act of service involved in the service provision to a client including any request for information or referral from a service user or a service provider which involves an interaction with a staff member. Follow up service provision ensuing from an established occasion of service is not counted as a separate occasion of service.

The issues and/or the information provided are also recorded. This information provides an indication of trends and levels of interest in potential services, or courses.

Information is recorded on client background as defined by client, whenever possible or appropriate. This includes clients from culturally and linguistically diverse background, Aboriginal and Torres Strait Islander background, ageing (over 55 years old), youth (under 25 years old) and clients with disabilities.

A monthly report is generated including the total number of occasions of service. Monthly reports are due by the 15th of each month.

Monthly reports are collated into quarterly reports, which are submitted to the Manager, Office for Women for inclusion in the Performance Measure Report – Output 3.2. The annual figure is reported in the Annual report reflecting the financial year statistics.

Other information recorded electronically in the monthly reports includes the following activities:

- Promotion and Interagency – staff members' attendance at interagency meetings or forums is recorded as one occasion of service.
- Information Session – Information Sessions on a specific topic (other than general promotion), conducted or organised by WIRC. Participants and number of sessions are recorded.

- Groups – The average number of support group participants is recorded, as well as the number of sessions offered.
 - Courses - the average number of course participants is recorded as well as the number of course sessions offered.
-
-

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Friday, 8 November 2013 9:35 AM
To: Callen, Michelle
Subject: FW: Document1

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

From: Chapman, Sue
Sent: Thursday, 7 November 2013 3:48 PM.
To: Manikis, Nic
Cc: Dutt, Kanchan
Subject: RE: Document1

Say we don't count the reasons but give some examples of what they could be pls

From: Manikis, Nic
Sent: Thursday, 7 November 2013 11:46 AM
To: Chapman, Sue
Cc: Dutt, Kanchan
Subject: RE: Document1

Sue

I am advised that a 'drop-in' stat is defined as an occasion of service no matter how many times the person is enquiring about the same issue....it is still counted as one against the 'drop-in' category.....so I am assured there is no scope for double counting. If a person walks in off the street and enquires about housing issues then after having a discussion with a WiRC staff member, sits and uses the computer and is provided with information about housing rings in again in the afternoon to clarify a matter about the housing issue this is counted as one drop-in stat ...not as three stats: ie. Not as one drop-in stat, one computer use stat and one telephone stat. If on the other hand the person raises the issue of housing in the morning and then rings in to talk about a DV matter in the afternoon then this is counted as two stats: one drop-in in the morning and as a telephone enquiry stat in the afternoon.

The annual report is silent on the way numbers are counted.

It strikes me that this system does not really measure much and certainly not the level of interaction, usage of staff resources or activity at the Centre. One person could be tying up several staff over a two day period with constant phone calls, emails and face to face enquiries on the same issue and be counted as one.....just the same as one person just being inquisitive off the street popping in to grab a brochure. Both scenarios having the same value in terms of the stats.

Do you wish to open this debate about the way things are counted over at WiRC or should we just say that at this stage that we don't capture the reasons for drop-ins but we will look at this in the redesign process. .

nic

From: Chapman, Sue
Sent: Thursday, 7 November 2013 10:49 AM
To: Dutt, Kanchan; Manikis, Nic
Subject: FW: Document1

I think we need to explain what the drop ins covered as well eg use the library, collect pamphlets and also that as I understand it this number could include other data eg are those who use the internet there also be included in the drop in number ie double counting- what does the annual report say to explain how numbers are counted?

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

Sue

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

Cheers

nic

DOT POINTS IN RESPONSE TO LETTER IN THE CANBERRA TIMES

(Ms Elena Almassy 7 November 2013)

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

(a) Ms Almassy asserts that: -

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

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

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

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

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

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

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Tuesday, 29 October 2013 3:19 PM
To: Manikis, Nic
Cc: Aguilera, Alicia
Subject: RE: wirc brief clarification
Attachments: wirc_letter_28_10_13.doc

Hello Nic,

Suggested changes in attached doc. Not sure if we can say that one of the locations for the future services will be in Civic?

Cheers,
Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

From: Manikis, Nic
Sent: Tuesday, 29 October 2013 12:32 PM
To: Dutt, Kanchan
Cc: Aguilera, Alicia
Subject: wirc brief clarification

Kanchan

Please review and return to me.

Cheers

nic



ACT
Government

Community Services

To
Address

Dear

Services to Women in the ACT to Continue.

I recently announced a change in the way women's information and referral services will be delivered into the future in the ACT.

I would like to reassure you that the ~~Importantly, the~~ services provided by the Women's Information and Referral Centre will continue to be delivered under the changes. Our aim is to improve access to these programs by locating them at different locations across the ACT after the current office accommodating the Centre is closed at the end of the year.

We believe that by increasing the number of locations where women can access the services will make it easier for women to get the support they require. ~~The availability of services at different locations around the ACT will enable women to more easily access the assistance they require.~~ In addition we will be looking at ways to more effectively utilise technology so that these services can be made even more accessible.

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

The calendar of 'What's on for Women in the ACT', internet access and training through the *Broadband for Seniors Program*, partnerships to deliver support programs; and the lending library will all continue to be provided following the closure of the current site for the Women's Information And Referral Centre ~~later this year.~~

Of course the services provided through the Centre are just one facet of a suite of programs across the ACT Government for women.

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

Yours sincerely

Joy Burch MLA
Minister for Women
October 2013

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Thursday, 3 October 2013 9:56 AM
To: Cappie-Wood, Andrew
Cc: Howson, Natalie; Thompson, Bruce; Readshaw, Sally
Subject: Women's Information and Referral Centre
Attachments: WiRC changes Q&As 02.10.13.doc; WiRC changes 03.10.13.doc

Hello Andrew,

Natalie has asked me to forward on our talking points and Q&As on the changes to the Women's Information and Referral Centre, please find attached. Please let me know if you require further information.

Kind regards,
Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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

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



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Community Services Directorate

Q&As on changes WiRC

Why are you making these changes to WiRC?

The model for the Women's Information and Referral Centre 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 approach to engaging with women has remained largely the same. The proposal is to ensure that the current services and programs will be made available in a broader range of locations.

It's about offering a more flexible approach in how we engage and support women. It is not about cutting programs or jobs.

How many staff are affected by these changes?

There are five staff currently based at the WiRC office, sharing the full-time equivalent of 3.45 positions, and these staff will be consulted in the process of identifying how they can be best 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 deliver our services in a more efficient way while minimising the impact on service delivery. This process achieves that by centralising some of the administrative processes that WiRC staff had previously undertaken while maintaining staff numbers and program levels.

What are the savings you anticipate making through this process?

??

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 of WiRC in a greater range of locations.

Do these changes spell the end of WiRC?

These changes will mean the cessation of WiRC as its own entity but not the range of activities and support that the staff had undertaken. These will be continued and enhanced by increasing their reach into the community.

Why are you deciding to bring these changes in now?

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

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

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

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

Issues Summary – Women's Services.

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

What are the current services offered by WiRC?

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

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

How many clients use these services?

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

How many contacts or occasions of service are there?

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

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

When will improvement measures be implemented?

- Improvement measures will be implemented in late November 2013.

What will improved services look like?

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

Any impact on staffing?

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

What is the Community Participation Group?

- The new WIRC service will be part of the Community Participation Group.
- This Group supports relevant Ministers in their roles in the:

- community, Assembly and in Commonwealth/State forums;

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

Dutt, Kanchan

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

Hello all,

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

Cheers,
 Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

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

Hello all,

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Cheers,
 Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

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

Hello Nic,

First draft of some talking points. Working on Q&As now.

Cheers,
 Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

Talking point for changes to WiRC

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-

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Wednesday, 2 October 2013 10:02 AM
To: Aguilera, Alicia; Caldwell, Anna
Subject: FW: WiRC Model
Attachments: Improving information.pdf

Hello,
 Here's the brief on the changes to WiRC.
 Cheers,
 Kanchan

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

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

From: Callen, Michelle
Sent: Wednesday, 2 October 2013 9:36 AM
To: Dutt, Kanchan
Subject: FW: WiRC Model

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

From: Callen, Michelle
Sent: Tuesday, 1 October 2013 2:46 PM
To: Bennett, Erin
Cc: Pender, Helen
Subject: FW: WiRC Model

Hello Erin

Can you please ask the Minister for Women to consider the attached brief and seek her signature to the proposal. Thank you Michelle

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

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

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

18

Dear Helen

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

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

Phone: 02 6205 3568 | Fax: 02 6207 1552

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Canberra ACT 2601 | www.act.gov.au

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

From: Pugh, Karen

Sent: Tuesday, 1 October 2013 2:01 PM

To: Callen, Michelle

Subject: Emailing: Improving information

As discussed

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

Improving information

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

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Wednesday, 2 October 2013 11:27 AM
To: Howson, Natalie; Chapman, Sue; Whitten, Meredith
Cc: Manikis, Nic; Robinson, Jodie; Callen, Michelle
Subject: FW: WiRC talking points
Attachments: WiRC changes 02.10.13.doc; WiRC changes Q&As 02.10.13.doc

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Cheers,

Kanchan

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T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

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Sent: Wednesday, 2 October 2013 11:02 AM
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Hello Nic;

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Community Services Directorate

Q&As on changes WiRC

Why are you making these changes to WiRC?

The model for the Women's information and Referral Centre has been in place since it was established 35 year ago. In that times the programs that the WiRC offers have evolved with demand but approach to engaging with women has remained largely the same. These changes recognise the changing requirements of those using WiRC and aim to ensure that the services can reach more women by having staff meet them in locations throughout Canberra rather than asking people to come to just one location.

It's about offering a more flexible approach in how we engage and support women. It is not about cutting programs or jobs.

How many staff are affected by these changes?

There are five staff currently based at the WiRC office, sharing the full-time equivalent of 3.45 positions, and these staff will be consulted in the process of identifying how they can be best 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 deliver our services in a more efficient way while minimising the impact on service delivery. This process achieves that by centralising some of the administrative processes that WiRC staff had previously undertaken while maintaining staff numbers and program levels.

What are the savings you anticipate making through this process?

??

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 of WiRC in a greater range of locations.

Do these changes spell the end of WiRC?

These changes will mean the cessation of WiRC as its own entity but not the range of activities and support that the staff had undertaken. These will be continued and enhanced by increasing their reach into the community.

Why are you deciding to bring these changes in now?

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

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

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

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

Talking point for changes to WiRC

- There is an emerging need to change the WiRC model that has been in place since the establishment of the centre 35 years ago. We need to ensure that women have support they need when and where they need it.
- Through the changes we are proposing, we intend to ensure that the services offered through WiRC can reach more women by being better located throughout Canberra rather than in just one location.
- The reasons for change are primarily to meet demand in growth through the growth of the city and an increasing awareness that services such as those provided through WiRC are getting to those who need them.
- Our changes will mean an enhancement in services and there will not be any job losses. The process of moving to the new approach will involve consultations with staff affected by this change.
- Our research shows that in 2012-13 there were a total of 12,376 various forms of interaction with staff at the WiRC and of these 8,759, or more than 70%, were via telephone or email. Some 398 of these interactions were face-to-face visits and our aim is to increase these by moving our services into an increased range of areas.
- These changes will also use the resources of the Community Services Directorate to centralise administrative processes that WiRC had previously undertaken, freeing staff up to spend more time on supporting women.

Dutt, Kanchan

From: Dutt, Kanchan
Sent: Wednesday, 2 October 2013 11:25 AM
To: Manikis, Nic
Cc: Whitten, Meredith; Aguilera, Alicia
Subject: RE: WIRC talking points
Attachments: WIRC changes Q&As 02.10.13.doc

Hello,
Some draft Q&As.
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



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Community Services Directorate

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

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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 deliver our services in a more efficient way while minimising the impact on service delivery. This process achieves that by centralising some of the administrative processes that WiRC staff had previously undertaken while maintaining staff numbers and program levels.

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Sent: Wednesday, 2 October 2013 11:36 AM
To: Dutt, Kanchan; Howson, Natalie; Chapman, Sue; Whitten, Meredith
Cc: Manikis, Nic; Robinson, Jodie; Callen, Michelle
Subject: RE: WiRC talking points
Attachments: WiRC changes Q&As 02.10.13.doc

Hello all,
 Slight change to first question following feedback from Alicia.
 Cheers,
 Kanchan

Kanchan Dutt | Senior Manager
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Community Services Directorate

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It's about offering a more flexible approach in how we engage and support women. It is not about cutting programs or jobs.

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ACT

Government

Community Services

Cabinet-In-Confidence

Date 25 September 2013

To Minister for Women

- Director-General
- Deputy Director-General *se 1/10/13.*

cc

From Executive Director Policy and Organisational Services

File no

Subject Improving Information and Referral Services for Women in the ACT

Critical Date

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

Purpose

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

Background

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

The current services provided by WIRC include:

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

WIRC is staffed by five permanent officers as 3.45 budgeted FTEs comprising:
Administrative Services Officer level 6 (one FTE);
Administrative Services Officer level 5 (one FTE);
Administrative Services Officer level 4 (two total 1.2 FTE);
Administrative Services Officer level 4 (one at 0.2 FTE);

Rationale for Change

Since its establishment in 1978, WIRC's operations have been largely confined to a central location in the city. Whilst the reporting responsibility has been through OfW, WIRC has operated somewhat independently.

There is an emerging need to change the WIRC service model which has been operating for 35 years. This has occurred as a result of growth of the city, the limitations placed on the location of the service and need to provide an opportunity for access by all clients who are entitled to services and programs. Further we need to tailor responses that address the needs of those women who are most vulnerable in our community.

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

Proposed future model

The proposed future model is based on accessible information and referral services across the city for all women. These services should be nimble and agile and available from a range of locations across the city.

The model requires the operational functions of WIRC be fully integrated in the OfW which is part of the Community Participation Group. The community engagement activities with women currently undertaken by WIRC and the OfW would be integrated into the broader work of the Community Participation Group. It is anticipated that this will result in a more streamlined, consistent and deeper engagement with women in our community, particularly those who are isolated and vulnerable, through increased outreach activities, among other things.

Objective

The objective of the change is to achieve significant improvements to access to information and referral services for disadvantaged women in the ACT and to achieve required savings in 2013-14 (and into the out years).

Scope

The scope of the change for WIRC is to achieve a new service model which will result in:

- (a) integrated delivery of better quality information and referral services located within the OfW, Community Participation Group – this could involve the *Return to Work Officer* operating from the three Child and Family Centres on a rotational basis, staff in the new model would provide information to outreach locations, telephone queries taken by staff members in the Community Participation Group, and administrative functions integrated into the functions of the Community Participation Group;

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

Timeline for Implementation

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

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

Media Issues

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

Consultation

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

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

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

Financial Implications

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

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

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

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

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

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

FOI Act, s35

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

Recommendation

That you:

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

Meredith Whitten
Executive Director
Policy and Organisational Services

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