

## Freedom of Information Request – [REDACTED]

## Documents – Schedule 6 - Nic Manikis

| Folio no | Date       | Document                                                            | Status          | Reason for Exemption |
|----------|------------|---------------------------------------------------------------------|-----------------|----------------------|
| 1-3      | 9/9/2013   | Email – Wirc in London Cct                                          | Full release    |                      |
| 4-25     | 9/9/2013   | Email – Broadband for Seniors at WIRC (contract for renewal)        | Not released    | Outside of scope     |
| 26       | 1/10/2013  | Email – Question re WIRC and DDG visit                              | Full release    |                      |
| 27       | 2/10/2013  | Email – contact definition                                          | Not released    | Outside of scope     |
| 28-29    | 15/10/2013 | Email – fw: WIRC questions                                          | Full release    |                      |
| 30-30a   | 16/10/2013 | Email – Wirc response                                               | Full release    |                      |
| 31-33    | 16/10/2013 | Email – info/response                                               | Full release    |                      |
| 34-36    | 17/10/2013 | Email – Agenda for Community Participation Group meeting            | Not released    | Outside of scope     |
| 37       | 17/10/2013 | Email – Community organisations re WIRC                             | Partial release | FOI Act, s41         |
| 38       | 17/10/2013 | Email – WiRC follow-up media enquiry                                | Full release    |                      |
| 39-40    | 17/10/2013 | Email – Closure of ACT Women's Information and Referral Centre      | Partial release | FOI Act, s41         |
| 41-43    | 17/10/2013 | Email – WIRC follow-up media enquiry                                | Full release    |                      |
| 44       | 17/10/2013 | Email – WiRC response                                               | Full release    |                      |
| 45-46    | 17/10/2013 | Email - Media issues – WiRC follow-up                               | Full release    |                      |
| 47-50    | 18/10/2013 | Email – WIRC changes 18.10.13                                       | Full release    |                      |
| 51-52    | 22/10/2013 | Email – Ministerial Advisory Council on Women meeting on 22 October | Not released    | Outside of scope     |

| Folio no | Date       | Document                                                | Status          | Reason for Exemption                                 |
|----------|------------|---------------------------------------------------------|-----------------|------------------------------------------------------|
| 53-54    | 22/10/2013 | Email – Women’s information referral service – meetings | Partial release | FOI Act, s41                                         |
| 55-56    | 22/10/2013 | Email – Broadband for seniors                           | Not released    | Outside of scope                                     |
| 57-58    | 23/10/2013 | Email – Women’s information referral service – meetings | Partial release | FOI Act, s41                                         |
| 59-64    | 24/10/2013 | Email – CM Talkback follow up                           | Partial release | FOI Act, s41<br>Some information is outside of scope |
| 65-66    | 27/10/2013 | Email – Follow up on WIRC meeting                       | Full release    |                                                      |
| 67       | 28/10/2013 | Email – Rescheduling meeting                            | Full release    |                                                      |
| 68       | 28/10/2013 | Email - Wirc                                            | Full release    |                                                      |
| 69       | 29/10/2013 | Email – Wirc letter                                     | Full release    |                                                      |
| 70-75    | 5/11/2013  | Email – wirc redesign ideas v2                          | Exempt in full  | FOI Act, s36                                         |
| 76       | 5/11/2013  | WiRC information; estimates preparation                 | Full release    |                                                      |
| 77-79    | 6/11/2013  | Email - the closure of WIRC                             | Partial release | FOI Act, s41                                         |
| 80-81    | 7/11/2013  | Email - the closure of WIRC                             | Partial release | FOI Act, s41                                         |
| 82       | 12/11/2013 | Email – WIRC and OFW change to tomorrow’s meeting       | Full release    |                                                      |
| 83-84    | 12/11/2013 | Email – tomorrow                                        | Full release    |                                                      |
| 85       | 13/11/2013 | Email – WIRC meeting on Friday                          | Full release    |                                                      |
| 86-87    | 15/11/2013 | Email – WiRC new arrangements                           | Full release    |                                                      |
| 88-90    | 15/11/2013 | Email – ASO 4 Information officer, duty statement       | Not released    | FOI Act, s41<br>some information is outside of scope |

| Folio no  | Date       | Document                                                | Status          | Reason for Exemption                    |
|-----------|------------|---------------------------------------------------------|-----------------|-----------------------------------------|
| 91-93     | Undated    | Email- wirc 8 questions                                 | Full release    |                                         |
| 94        | 21/11/2013 | Email – 1800respect                                     | Not released    | Outside of scope                        |
| 95-96     | 22/11/2013 | Update                                                  | Partial release | Outside of scope                        |
| 97-99     | 22/11/2013 | Email – meeting request – WIRC                          | Partial release | FOI Act, s41                            |
| 100       | 22/11/2013 | Email – Changes to internal fitout Theo Notaris Centre  | Full release    |                                         |
| 101-102   | 22/11/2013 | Minute                                                  | Partial release | Some of information is outside of scope |
| 103       | Undated    | Email – function for Wirc                               | Not released    | Outside of scope                        |
| 104       | Undated    | Email – function for Wirc                               | Not released    | Outside of scope                        |
| 105       | 22/11/2013 | Email – CABACT                                          | Not released    | Outside of scope                        |
| 106       | 28/11/2013 | Email – Women’s information and Referral Centre - books | Not released    | Outside of scope                        |
| 107-124   | 29/11/2013 | Email – WIRC project                                    | Full release    |                                         |
| 125-129a  | 29/11/2013 | Email – outstanding items                               | Full release    |                                         |
| 130       | Undated    | Email - Petition                                        | Not released    | FOI Act, s41                            |
| 131a-133a | 1/12/2013  | Email – WIRC changes QAs                                | Full release    |                                         |
| 134-135   | 3/12/2013  | Email – outstanding items                               | Full release    |                                         |
| 136       | 3/12/2013  | Dot points                                              | Full release    |                                         |
| 137-138   | 3/12/2013  | Email – WiRC closure message                            | Full release    |                                         |
| 139       | 3/12/2013  | Email Wirc protest scheduled for Thursday               | Full release    |                                         |
| 140       | Undated    | Annotated data 2012-13                                  | Full release    |                                         |

| Folio no | Date       | Document                                   | Status          | Reason for Exemption |
|----------|------------|--------------------------------------------|-----------------|----------------------|
| 141      | Undated    | Email – Stats – Wirc position paper        | Full release    |                      |
| 142-145  | 2/12/2013  | Email – Wirc 8 questions                   | Partial release | FOI Act, s41         |
| 146-148  | 2/12/2013  | Email – Wirc 8 questions                   | Full release    |                      |
| 149-150  | 3/12/2013  | Email – outstanding items                  | Full release    |                      |
| 151      | 5/12/2013  | Email – M-13/2238                          | Not released    | Outside of scope     |
| 152      | 5/12/2013  | Email – re groups                          | Full release    |                      |
| 153-154  | 5/12/2013  | Email – Supervision                        | Partial release | FOI Act, s41         |
| 155-157  | 9/12/2013  | Email – Implementation WIRC                | Full release    |                      |
| 158-159  | 10/12/2013 | Email – RA                                 | Not released    | Outside of scope     |
| 160      | 10/12/2013 | Email – women’s programs resource proposal | Not released    | Outside of scope     |
| 161-165  | 10/12/2013 | Email – re groups 2014                     | Partial release | FOI Act, s41         |
| 166-167  | 10/12/2013 | Email – WIRC                               | Partial release | FOI Act, s41         |
| 168-168a | 10/12/2013 | Email – re groups 2014                     | Full release    |                      |
| 169      | 11/12/2013 | Email – WIRC tweet                         | Partial release | FOI Act, s41         |
| 170-171  | 11/12/2013 | Email – Implementation WIRC                | Not released    | Outside of scope     |
| 172      | 11/12/2013 | Email – Draft CSD message to staff on WIRC | Full release    |                      |
| 173      | 12/12/2013 | Email – Speech for WIRC function today     | Not released    | Outside of scope     |

| Folio no | Date       | Document                                                                        | Status          | Reason for Exemption                 |
|----------|------------|---------------------------------------------------------------------------------|-----------------|--------------------------------------|
| 174-175  | 5/12/2013  | Email – FW WIRC function12 December                                             | Not released    | Outside of scope                     |
| 176-177  | 12/12/2013 | Email – Staff in confidence                                                     | Not released    | Outside of scope                     |
| 178      | 12/12/2013 | Email – WiRC information on CSD website is out of date                          | Not released    | Outside of scope                     |
| 179-180  | 12/12/2013 | Email – WIRC Collection                                                         | Not released    | Outside of scope                     |
| 181-182  | 12/12/2013 | Email - Women's information and referral centre – move to Theo Notaris building | Full release    |                                      |
| 183-184  | 13/12/2013 | Email – WIRC Urgent                                                             | Not released    | Outside of scope                     |
| 185-186  | 13/12/2013 | Email – phones at WIRC                                                          | Not released    | Outside of scope                     |
| 187      | 13/12/2013 | Email – WIRC referral                                                           | Full release    |                                      |
| 188-202  | 12/12/2013 | Email – WIRC position paper with comment                                        | Full release    |                                      |
| 203-207  | 16/12/2013 | Email – WIRC referral                                                           | Full release    |                                      |
| 208-210  | 17/12/2013 | Email – Community Services Directorate                                          | Not released    | Outside of scope                     |
| 211      | 17/12/2013 | Email – Community Services Directorate                                          | Not released    | Outside of scope                     |
| 212-213  | 18/12/2013 | Email – WIRC letter                                                             | Full release    |                                      |
| 214-216  | 20/12/2013 | Email – CM letters to WIRC                                                      | Full release    |                                      |
| 217      | 6/1/2014   | Email – WIRC stats                                                              | Not released    | Outside of scope                     |
| 218-219  | 15/1/2014  | Email – important for action - broadband for seniors                            | Not released    | Outside of scope                     |
| 220      | 15/1/2014  | Email – important for action - broadband for seniors                            | Not released    | Outside of scope                     |
| 221-223  | 22/1/2014  | Email – a document from WIRC                                                    | Not released    | Not released                         |
| 224-226  | 25/11/2013 | Email - Ground Floor 13 London Circuit                                          | Partial release | Some information is outside of scope |

o/s

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**From:** Howe, Damien  
**Sent:** Monday, 25 November 2013 1:57 PM  
**To:** Manikis, Nic  
**Subject:** FW: Ground floor 13 London Circuit

Hi Nic,

In regards to our conversation I can advise that CSD informed ACT Property Group on 8 October 2013 that we did not wish to renew the lease at the WIRC building.

ACT Property Group advised the property owner on 17 October 2013 (email from ACTPG to owner attached).

As you can see in the below emails there has been recent communication between ACTPG and the owner regarding end of tenancy arrangements.

Let me know if you need any further info.

Regards,

Damien.

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

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**From:** Bissell, John  
**Sent:** Thursday, 21 November 2013 4:43 PM  
**To:** O'Mara, Maxine (Australia)  
**Cc:** Sukroo, Mark (Australia); Riley, Mike; Smith, Brendon; Howe, Damien  
**Subject:** RE: Ground floor 13 London Circuit

Maxine,

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As discussed at our site meeting this morning the Territory is prepared to offer \$100m2 as a financial contribution for makegood. The offer is based on the tenancy including an extremely low level of built fit out, being virtually limited to two walls. Our intention is to resolve this matter and make payment prior to Christmas.

Regards

John Bissell | Senior Manager

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

Government Accommodation Strategy | Shared Services | Commerce and Works Directorate | ACT Government  
Level 6 TransACT House 470 Northbourne Avenue Dickson ACT 2602 | GPO Box 158 Canberra ACT 2601

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

**Sent:** Thursday, 17 October 2013 10:57 AM

**To:** Bissell, John

**Cc:** Sukroo, Mark (Australia)

**Subject:** RE: Ground floor 13 London Circuit

John

Thanks for your response so let me know when you are in a position to discuss further.

Regards

**Maxine O'Mara**

Senior Property Manager, Property & Asset Management

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

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

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



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**From:** Bissell, John [mailto:John.Bissell@act.gov.au]

**Sent:** Thursday, 17 October 2013 10:02 AM

**To:** O'Mara, Maxine (Australia)

**Cc:** Howe, Damien; Smith, Brendon; Brown, Mike; Cannon, Rebecca; Crowe, Brianna

**Subject:** RE: Ground floor 13 London Circuit

Maxine,

Yes you are correct, discussions in recent days with the Directorate confirm the intention to vacate the premises prior to lease expiry on 31 January 2014. The intention is to relocate this function into underutilised space within the existing portfolio. I am meeting with the Directorate early next week after which you and I should meet to confirm details for makegood etc. I can confirm the Territory, as usual has a strong preference for a financial settlement for makegood and at the meeting I will advise of our estimate and offer.

Regards

John Bissell | Senior Manager

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

Government Accommodation Strategy | Shared Services | Commerce and Works Directorate | ACT Government

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**From:** O'Mara, Maxine (Australia) [mailto:Maxine.O'Mara@ap.jll.com]  
**Sent:** Wednesday, 16 October 2013 6:07 PM  
**To:** Bissell, John  
**Subject:** Ground floor 13 London Circuit

John

The tenant WIRC has advised me that their operation is being closed.

Can you confirm the situation as the lease is due to expire at the end of January 2014. Alternately let me know who I should contact.

Regards

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

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



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**Manikis, Nic**

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

Hi all

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

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

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

Cheers  
Kylie

Kylie Beer | Directorate Liaison Officer |  
Community Services Directorate | **ACT Government**  
Office of Minister Burch | Office of Minister Barr  
Phone: **02 6205 0175** |

Level 2, Legislative Assembly Building | Canberra City | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

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

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## Katy Gallagher MLA

CHIEF MINISTER

MINISTER FOR HEALTH

MINISTER FOR REGIONAL DEVELOPMENT

MINISTER FOR HIGHER EDUCATION

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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 \_\_\_\_ about the ACT Government's recent decision to remodel the services provided by the Women's Information and Referral Centre (WIRC). While I appreciate your concern around the changes we have made, our decision reflects the need to continue to provide services, including new services, to a rapidly growing community with quite different needs to those of 1978, when the WIRC was established.

The government's strong commitment to providing support and advice for women across the ACT remains unchanged and we will continue to explore ways to make these services more accessible for all. A particular focus has been to provide equal access to government services for women suffering isolation or disadvantage, and those from culturally diverse backgrounds, who live in outer suburbs.

The Child and Family Centres in Gungahlin, Tuggeranong and West Belconnen provide information, parenting, health and family support services in dispersed locations and in safe settings. In the city centre, the future service model for information and referral services will use elements of these centres and increase the use of existing community space in the centrally-located Theo Notaras Multicultural Centre.

The new model for information and referral services in the ACT will provide better reach to those most in need and make more efficient use of public resources. Given the large proportion – around 74 per cent – of WIRC services which are provided by phone, email and post, none of these services will end. The phone number for information and referral services is continuing to operate (02 6205 1075).

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### 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](mailto:gallagher@act.gov.au) Facebook: [KatyGallagherMLA](https://www.facebook.com/KatyGallagherMLA) Twitter: [@katyGMLA](https://twitter.com/katyGMLA)

**100**  
CANBERRA

I encourage you to read more detailed information about the objectives of the new model for information and referral services in the ACT in the government's recent position paper at [www.communityservices.act.gov.au/women/womens\\_information/womens-information-and-referral-centre-wirc-position-paper](http://www.communityservices.act.gov.au/women/womens_information/womens-information-and-referral-centre-wirc-position-paper).

Between February and September 2014, the ACT Government will be consulting with the women's service sector about the new model of service delivery and I encourage you to engage with that process.

I thank you for your interest in this area.

Yours sincerely

Katy Gallagher MLA  
Chief Minister

**Manikis, Nic**

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**From:** Paillas, Stephen  
**Sent:** Wednesday, 18 December 2013 12:06 PM  
**To:** Beaton, Richard  
**Cc:** Manikis, Nic; Payne, Cassia  
**Subject:** RE: WiRC letter

Thanks. The draft reply looks good. I'll make a few edits and run it by the CM before we process all 100 replies – will let you know when I know.

Cassia – FYI

Steve

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**From:** Beaton, Richard  
**Sent:** Wednesday, 18 December 2013 11:25 AM  
**To:** Paillas, Stephen  
**Cc:** Manikis, Nic  
**Subject:** FW: WiRC letter

Hi Stephen

Please see attached for an example. Some of the letters also added additional personalised text, some didn't include the attached text at all and just had an email asking to keep Wirc open.

Richard

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**From:** Paillas, Stephen  
**Sent:** Wednesday, 18 December 2013 11:20 AM  
**To:** Beaton, Richard  
**Cc:** Scrivener, Sharon; Manikis, Nic  
**Subject:** RE: WiRC letter

Richard

I understand most incoming corro was in the form of a standard letter. Could you please send one of those through.

Thanks

Stephen Paillas | Speechwriter and Adviser | Office of the Chief Minister  
 t 02 6205 0242 | m 0478 487 000 | f 02 6205 3030 | e [stephen.paillas@act.gov.au](mailto:stephen.paillas@act.gov.au)

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

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**From:** Beaton, Richard  
**Sent:** Tuesday, 17 December 2013 3:41 PM  
**To:** Scrivener, Sharon

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**Cc:** Manikis, Nic  
**Subject:** WiRC letter

Dear Sharon

Could you please check over this letter, it is to be used as a response to the 100 or so letters of complaint we had regarding WiRC

Regards

Richard Beaton

*Richard Beaton* | Senior Policy Officer, Office for Multicultural Affairs

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

Community Participation Group | Community Services Directorate | ACT Government

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

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



**ACT**  
Government

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Community Services

**Manikis, Nic**

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**From:** Wensing, Veronica  
**Sent:** Monday, 16 December 2013 1:41 PM  
**To:** Manikis, Nic  
**Cc:** Winter, Jancye  
**Subject:** FW: WIRC referral

FYI  
 See response below

**Veronica Wensing**

**Community Participation Group | Office for Women | Community Services Directorate | ACT Government**  
**Phone** 02 6205 9847 | **Fax** 02 6207 5682 | **Email** [Veronica.wensing@act.gov.au](mailto:Veronica.wensing@act.gov.au)  
 Level 2, Theo Notaris Building, 180 London Cct  
 GPO Box 158, Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

**Please note**  
 I work part time.




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**From:** Collis, Mark  
**Sent:** Monday, 16 December 2013 11:00 AM  
**To:** Wensing, Veronica  
**Subject:** RE: WIRC referral

Veronica

Thanks for this. I look forward to the information guide.

I will get a general message to the CFC staff reflecting this information.

Cheers

Mark Collis

**Mark Collis | Acting Executive Director**  
 Phone: +61 2 6205 1938 | Fax: +61 2 6205 7187 | Email: [mark.collis@act.gov.au](mailto:mark.collis@act.gov.au)  
 Office for Children, Youth and Family Support | Community Services | ACT Government  
 Level 7, 11 Moore Street, Canberra | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)



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**From:** Wensing, Veronica  
**Sent:** Monday, 16 December 2013 9:55 AM  
**To:** Collis, Mark  
**Cc:** Manikis, Nic; Winter, Jancye; Wyles, Paul  
**Subject:** FW: WIRC referral

Dear Mark

as you can see from the email trail below there seems to be some confusion about how the Child and Family Centres should respond to queries raised by women in the community.

With the closure of WIRC as it has always existed, the Child and Family Centres can expect to have a slight increase in calls from women in the community, notwithstanding that the Women's Information and Referral phone line will still be answered from the Theo Notaris Centre.

An information guide is currently being developed for answering queries to the Women's Information and Referral phone line which, once complete, can be shared with staff at the CFCs if desired.

In relation to this particular enquiry, the usual customer service principles should apply and a quick search of the Internet would elicit the correct information.

In the meantime see the information below.

#### **Family Law and Separation issues**

##### **Family Law**

##### **Women's legal Centre**

Free telephone advice between 9:30 AM and 12 midday

Phone 6257 4499

##### **National Enquiry Centre**

The National enquiry Centre is an initiative of the family Court of Australia and the Federal Magistrates Court of Australia and is part of the court's ongoing commitment to simplify and streamline the Family Law pathway. It will provide seamless entry to the courts and provide clients across Australia with timely and qualified telephone assistance with queries about family law

Phone 1300 352 000

##### **Family relationship advice line**

Free telephone hotline available from 8 AM to 8 PM Monday to Friday and 10 AM to 4 PM on Saturdays except national public holidays.

The family relationship advice line is a national telephone service established to assist families affected by relationship or separation issues.

The advice line provides information on family relationship issues and advice on parenting arrangements after separation. It can also refer callers to local services that can provide assistance.

The advice line complements the information services offered by the new family relationship centres and ensures that people who are unable to attend a centre can be helped.

Phone 1800 050 321

### **Family relationship centres (FRC)**

The Canberra Family Relationship Centre is run by Relationships Australia Canberra and Region, Centacare and Marymead. It is the first point of call for families either going through separation or seeking assistance to strengthen relationships.

The centre is staffed with experienced, qualified professionals who are able to provide high quality, impartial and confidential services.

It will provide families – at any stage in a relationship – with information and referrals to a range of services that can assist in strengthening family relationships. It also provides information on how parents and extended family members can strengthen communication while remaining child focused at all times.

The FRC can assist people with negotiating their way through separation or divorce and also support couples having difficulties in their relationships and assist families to make their relationships stronger.

The Centre offers:

- information and referral
- one-on-one assessment with a clinical practitioner
- family dispute resolution
- early intervention programs and workshops
- child inclusive practice
- regional outreach support from Cooma and the Canberra office
- comprehensive resource library
- a community development worker, and
- friendly support, advice and intervention.

**Veronica Wensing**

**Community Participation Group | Office for Women | Community Services Directorate | ACT Government**  
**Phone 02 6205 9847 | Fax 02 6207 5682 | Email [Veronica.wensing@act.gov.au](mailto:Veronica.wensing@act.gov.au)**  
 Level 2, Theo Notaris Building, 180 London Cct  
 GPO Box 158, Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

**Please note**

I work part time.



---

**From:** Manikis, Nic  
**Sent:** Friday, 13 December 2013 8:43 PM  
**To:** Winter, Jancye; Wensing, Veronica  
**Subject:** Fwd: WIRC referral

Pls discuss  
Nic

Sent from my iPad

Begin forwarded message:

**From:** "Wyles, Paul" <Paul.Wyles@act.gov.au>  
**Date:** 13 December 2013 5:56:46 pm AEDT  
**To:** "Manikis, Nic" <NIC.MANIKIS@act.gov.au>  
**Subject:** FW: WIRC referral

Hi Nic,

See below.

Can you advise of the plan for Child and Family Centres to be involved in picking up work from WIRC.

As I am on leave from today, Mark Collis A/g ED OCYFS has asked that information on this be forwarded to him.

Many Thanks and Merry Christmas,

Paul.

---

**From:** Hutchinson, Joe  
**Sent:** Friday, 13 December 2013 11:46 AM  
**To:** Crane, Julie; Wyles, Paul  
**Subject:** FW: WIRC referral

FYI.

The staff there are sending out this message and we received a call from a woman wanting advice re Family Law Court.

---

**From:** Laughton-Smith, Robyn  
**Sent:** Friday, 13 December 2013 11:12 AM  
**To:** Hutchinson, Joe  
**Subject:** WIRC referral

Hi Joe,

Just to let you know a client called intake today and said that she had phoned WIRC for advice about family court matters where there is family violence. The client was told that the WIRC functions were now to be delivered through the Child and Family centres.

Is it your understanding that this is the case?

Cheers,

Robyn Laughton-Smith | Child and Family Centre Worker |

**Phone 02 62078228** | Fax 02 62070540

**Tuggeranong Child and Family Centre** | Community Services Directorate | **ACT Government**

159 Anketell St Greenway | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

**Manikis, Nic**

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**From:** Winter, Jancye  
**Sent:** Thursday, 12 December 2013 3:28 PM  
**To:** Manikis, Nic  
**Subject:** WIRC Position Paper with comment doc  
**Attachments:** WIRC Position Paper with comment doc.docx

With amendments as requested



# **WIRC SERVICES POSITION PAPER DECEMBER 2013**

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

## 1 INTRODUCTION

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

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

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

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

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

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

## 2. BACKGROUND

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

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

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

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

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

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

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

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

**NOTE**

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

### 3. MODEL OF SERVICE DELIVERY

#### Information and referral phone line/email

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

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

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

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

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

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

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

#### Domestic violence Support groups

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

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

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

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

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

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

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

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

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

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

## Other courses

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

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

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

However, consultation with the women's services sector strongly suggests there is a need to review what courses are provided.

## 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'.<sup>2</sup>

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

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

<sup>2</sup> 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.

Current library facilities at WIRC were accessed by only 78 women in 2012-2013. It could be found in the Theo Notaras Multicultural Centre usage of these facilities could be improved through their placement in another location. Preliminary discussions are underway with the Civic Library regarding the possibility of establishing a collection with the donated books from the WIRC library which could address the current low usage of this resource. This is also consistent with other suggestions from the women's sector should also be considered.

Changes to the word "centre" and the remodelling changes the meaning of the word "centre" could be misleading. It is suggested that the word be changed to either 'Women's information', Women's

Information and Referral Network or the Women's Information Network. Due to the time constraints on printing the calendar for instance, the interim name used will be 'Women's Information'.

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

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

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

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

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

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

#### 4. FUTURE EVALUATION AND REFORM

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

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

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

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

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

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

## 5. RESEARCH AND CONSULTATION

### 2a Research

#### Other jurisdictions

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

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

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

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

#### WIRC DATA (2012-2013)

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

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

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

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

#### Support groups/information sessions

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

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

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

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

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

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

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

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

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<br>Outsourced to community provider from 1 July 2014                                                                                    | 3%                           | 100%                                         |
| Facilitate operation of Financial/legal information sessions         | Organised by WIRC until 30 June 2014<br>Incorporated into the domestic violence support groups and outsourced from 1 July 2014                                               | 1.5%                         | 100%                                         |
| Provision of 'Thinking Thursday' sessions                            | Will cease as of 31 December 2013.<br>Attendees are primarily public servants-- not CSD target group- referred to Chief Ministers and Treasury Directorate for consideration | .5%                          | 0%                                           |
| Drop in information and support service                              | Relocated to Theo Notaras centre and outreach at CFCs and Housing ACT Central Access Point                                                                                   | 14%                          | 100%                                         |
| Domestic violence phone app                                          | Investigate purchase/development support phone app like 'Aurora' in NSW                                                                                                      | Nil                          | Additional                                   |
|                                                                      |                                                                                                                                                                              |                              | <b>Total WIRC services continued = 99.5%</b> |

**Manikis, Nic**

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**From:** Wyles, Paul  
**Sent:** Friday, 13 December 2013 5:57 PM  
**To:** Manikis, Nic  
**Subject:** FW: WIRC referral

Hi Nic,

See below.

Can you advise of the plan for Child and Family Centres to be involved in picking up work from WIRC.

As I am on leave from today, Mark Collis A/g ED OCYFS has asked that information on this be forwarded to him.

Many Thanks and Merry Christmas,

Paul.

---

**From:** Hutchinson, Joe  
**Sent:** Friday, 13 December 2013 11:46 AM  
**To:** Crane, Julie; Wyles, Paul  
**Subject:** FW: WIRC referral

FYI.

The staff there are sending out this message and we received a call from a woman wanting advice re Family Law Court.

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**From:** Laughton-Smith, Robyn  
**Sent:** Friday, 13 December 2013 11:12 AM  
**To:** Hutchinson, Joe  
**Subject:** WIRC referral

Hi Joe,

Just to let you know a client called intake today and said that she had phoned WIRC for advice about family court matters where there is family violence. The client was told that the WIRC functions were now to be delivered through the Child and Family centres.

Is it your understanding that this is the case?

Cheers,

Robyn Laughton-Smith | Child and Family Centre Worker |  
**Phone 02 62078228** | Fax 02 62070540  
**Tuggeranong Child and Family Centre** | Community Services Directorate | **ACT Government**  
159 Anketell St Greenway | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

**Manikis, Nic**

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**To:** Howe, Damien; Winter, Jancye  
**Cc:** Overton-Clarke, Bronwen; Collett, David; Matthews, David; Johns, Peter  
**Subject:** RE: Women's Information and Referral Centre - Move to Theo Notaris Building

Damien

I have tried calling you as well this afternoon and I have now left a message on your mobile.

There is to be no work to be undertaken at WIRC on Friday at 4pm other. This work should now be scheduled for Monday morning.

I understand that Joel will be bringing over the phones during the course of the afternoon but no other furniture etc is to be moved till Monday.

I am happy to expand on the reasons for this when you call.

Thank you for your cooperation.

Cheers

nic

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**From:** Howe, Damien  
**Sent:** Thursday, 12 December 2013 4:01 PM  
**To:** Winter, Jancye  
**Cc:** Manikis, Nic; Overton-Clarke, Bronwen; Collett, David; Matthews, David; Johns, Peter  
**Subject:** Women's Information and Referral Centre - Move to Theo Notaris Building  
**Importance:** High

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Hi Jancye,

I just tried calling yourself and Nic Manikis regarding the WIRC move from 13 London Cct to Theo Notaris building.

My staff have contacted me and advised they were instructed by you to not carry out any further works to move desks/phones/furniture etc.. from 13 London Cct to Theo Notaris due to industrial action in the form of a protest being carried out at the centre.

Can you please confirm this is the case.

In order to ensure this move happens in the timeframe required (by Monday 16 Dec) and the function of the WIRC is interrupted as little as possible, access will be required to 13 London Cct tomorrow for our contractors. Any further delays will mean we are unable to meet the deadline.

Can you also please let me know ASAP whether or not to cancel the contractors and work organised for tomorrow morning or if this work will still be able to proceed.

Much appreciated.

Kind regards,

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

**Manikis, Nic**

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

Protest will be happening at 4.30pm on Friday.

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

Hello all,

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

Colleagues

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

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

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

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

**Manikis, Nic**

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**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

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

Christina 41

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

Media and Communications | Community Services Directorate | ACT Government

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



@CSD\_ACT



[Community Services Directorate](#)

**Manikis, Nic**

---

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

Dear Carol

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

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

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

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

Regards

Jancye Winter | Senior Manager | Operational Manager National Multicultural Festival  
 Phone 02 62053153 |  
 Community Participation Group | Office of Multicultural Affairs | Community Services Directorate | ACT Government  
 Theo Notaras Multicultural Centre, Level 2, North Building, 180 London Circuit, Canberra ACT 2601 |  
 GPO Box 158, Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

---

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

---

Dear Rose,

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

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

Warm regards

**Carol Guy**

Registered Nurse

Division of Mental Health, Justice Health and Alcohol &amp; Drug Services

Building 7

The Canberra Hospital

Phone: 02 62443779

Fax: 02 62444622

E-mail: [carol.guy@act.gov.au](mailto:carol.guy@act.gov.au)

Care ▲ Excellence ▲ Collaboration ▲ Integrity

**Manikis, Nic**

---

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

Dear 41

Thank you for your feedback.

Please note my responses below.

- The application process and administration of support groups will be managed by an appropriate female staff member of the Community Participation Group
- Our understanding is that we are actually asking you to conduct the group?
- We will not be 'screening'- this is a government service and open to all
- There will be experienced staff in Theo Notaras Centre who can support the referral of any women who need assistance- we would hope that as we are not in the business of providing deep therapeutic groups this won't be necessary and that the group leaders are in large part responsible for the emotional welfare of people attending their groups.
- The information and referral phone line will be administered by appropriate staff who can provide referrals.
- For the 4 groups planned prior to 30 June 2014 we will offer one or two supervision session per 6 week group (again as the focus should be on skills development 1 supervision session is appropriate). This will be reviewed at the end of June 2014.

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

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

Regards

Jancye Winter | Senior Manager | Operational Manager National Multicultural Festival Phone 02 62053153 | Community Participation Group | Office of Multicultural Affairs | Community Services Directorate | ACT Government Theo Notaras Multicultural Centre, Level 2, North Building, 180 London Circuit, Canberra ACT 2601 | GPO Box 158, Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

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

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

Hi Jancye,  
 Here is another query.

Regards

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

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

From: 41  
Sent: Thursday, 5 December 2013 12:54 PM  
To: Rope, Rosemary  
Cc: Petrova, Biljana  
Subject: Supervision

Dear Rose,

I received your email re providing supervision for next year.

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

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

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

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

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

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

I am also aware that the quality and expertise of the women who conduct the groups - and the information sessions - far outweighs the remuneration. They have told me that they do it because of the good reputation, professionalism and performance of WiRC and their dedication to the women of Canberra.

I would hope that the same quality and expertise would continue but not sure how when there is no WiRC. This would be a great loss to the women of Canberra.

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

Warm regards

41

**Manikis, Nic**

---

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

Dear 41

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

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

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

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

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

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

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

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

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

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

Regards

Jancye Winter | Senior Manager | Operational Manager National Multicultural Festival

Phone 02 62053153 |

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

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

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

**From:** Rope, Rosemary

**Sent:** Friday, 6 December 2013 9:19 AM

**To:** Winter, Jancye

**Subject:** FW: Request for workshop

Good morning Jancye,

Please find another letter for response regarding the groups for next year.

Warm Regards

Rose Rope | Information Officer | Course Co ordinator

Respect, Equity & Diversity (RED) Contact Officer

Phone 02 62050303 | 62051075 | Fax 02 6205 1077

Community Participation Group | Office for Women-Women's Information and Referral Centre |

Community Services Directorate | ACT Government

Ground Floor 13 London Cct Canberra City | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

**From:**

41

**Sent:** Thursday, 5 December 2013 6:09 PM

**To:** Rope, Rosemary

**Subject:** Re: Request for workshop

Dear Rose

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

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

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

Warmest wishes

-- 41

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

41

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

Regards

Rose Rope | Information Officer | Course Co ordinator

Respect, Equity & Diversity (RED) Contact Officer

Phone 02 62050303 | 62051075 | Fax 02 6205 1077

Community Participation Group | Office for Women-Women's Information and Referral Centre |

Community Services Directorate | ACT Government

Ground Floor 13 London Cct Canberra City | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

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41

5 December 2013

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

Dear Rose

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

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

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

I am concerned as to the following issues:

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

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

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

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

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

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

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

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

Warmest wishes

**Manikis, Nic**

---

**From:** Winter, Jancye  
**Sent:** Monday, 9 December 2013 12:55 PM  
**To:** Manikis, Nic  
**Subject:** FW: Implementation WIRC  
**Attachments:** Implementation WIRC.docm

---

Nic,

Bridie and i will discuss with you during my weekly meeting tomorrow if that's ok.

Jancye

---

**From:** Doyle, Bridie  
**Sent:** Monday, 9 December 2013 11:56 AM  
**To:** Winter, Jancye  
**Subject:** FW: Implementation WIRC

Ps I am happy to co-chair the data group with you as part of my ongoing support??

---

**From:** Doyle, Bridie  
**Sent:** Monday, 9 December 2013 11:50 AM  
**To:** Winter, Jancye  
**Subject:** Implementation WIRC

Hi Jance  
Hope you are OK?

Hey attached is first go at an implementation plan re the WIRC changes and what I have said will happen.

While its not as bad as it looks I am worried (for you mostly) about how this will get done and by whom?? There appears to be no traction with the OFW staff for assisting very much and Veronica not really here.....??????? And its about to happen!!!

Happy to discuss- as I said earlier I am happy to give you an appropriate staff member for a couple of weeks in Jan to help out.

Cheers  
Bridie

# WIRC Implementation December 2013 to September 2014

## Name of Task Implementation of WIRC changes

Key Green- on schedule Amber- delayed Completed-blue Overdue- red Transferred- to another project-purple

| Key Deliverable                                                                                                | Current/Outstanding Activities/Action | Deliverable Date        | Performance Measure                                                     | Status | Lead | Comments                                                                    |
|----------------------------------------------------------------------------------------------------------------|---------------------------------------|-------------------------|-------------------------------------------------------------------------|--------|------|-----------------------------------------------------------------------------|
| Information phone line transferred to Theo Notaras building                                                    |                                       | 31 Dec 2013             | Phone line transferred and operational                                  |        |      |                                                                             |
| Commence and complete delivery of training to all staff who may be required to operate the phone line          |                                       | 30 January 2014         | Staff trained                                                           |        |      | Could consider 1 day or two ½ days training by DVCS re managing disclosures |
| Roster of cover for phone lines from 3 January 2014 to 31 March 2014                                           |                                       | 23 December 2013        | Roster completed                                                        |        |      |                                                                             |
| Calendar printed                                                                                               |                                       | 23 December 2013        |                                                                         |        |      |                                                                             |
| Online calendar completed                                                                                      |                                       | ?                       |                                                                         |        |      |                                                                             |
| Administration of the support groups organised including space booked in the Theo Notaras Multicultural centre |                                       | Ongoing to 30 June 2014 | Clear delegation of the required administrative tasks re support groups |        |      |                                                                             |
| Consultation with women's sector to re contracting the groups out to sector                                    |                                       | 1 March to 30 July 2014 |                                                                         |        |      |                                                                             |
| Tender process for groups commenced incl separate component for review of groups                               | Needs own work plan                   | 28 April 2014           |                                                                         |        |      | Needs early lead time for procurement processes                             |
| Data committee established                                                                                     |                                       | 30 January 2014         | Committee established and reviewing data collection                     |        |      |                                                                             |
| New data collection implemented                                                                                |                                       | 1 February 2014         | New data being collected                                                |        |      |                                                                             |
| Consultation with the women's sector on the impact/effect of the changes                                       |                                       | 1 March to 30 July 2014 | Regular consultation occurring                                          |        |      |                                                                             |

|                                                                                                                      |  |                   |  |  |  |  |  |
|----------------------------------------------------------------------------------------------------------------------|--|-------------------|--|--|--|--|--|
| Recommendations arising from consultation and/or data are developed for implementation in line with ACT Women's plan |  | 30 September 2014 |  |  |  |  |  |
| Project group established to consider the provision of WIRC outreach information services at CFCs and CAP            |  |                   |  |  |  |  |  |

**Manikis, Nic**

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**From:** Winter, Jancye  
**Sent:** Thursday, 5 December 2013 10:12 PM  
**To:** Doyle, Bridie; Manikis, Nic  
**Subject:** FW: Supervision

---

Can we discuss a response to this please.

jancye

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

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

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

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

**From:** 41  
**Sent:** Thursday, 5 December 2013 12:54 PM  
**To:** Rope, Rosemary  
**Cc:** Petrova, Biljana  
**Subject:** Supervision

Dear Rose,

I received your email re providing supervision for next year.

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

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I would hope that the same quality and expertise would continue but not sure how when there is no WiRC. This would be a great loss to the women of Canberra.

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

Warm regards

41.

**Manikis, Nic**

---

**From:** Winter, Jancye  
**Sent:** Thursday, 5 December 2013 1:09 PM  
**To:** Doyle, Bridie; Manikis, Nic  
**Subject:** FW: Re groups 2014

**Importance:** High

---

**From:** Rope, Rosemary  
**Sent:** Thursday, 5 December 2013 12:40 PM  
**To:** Winter, Jancye  
**Subject:** FW: Re groups 2014  
**Importance:** High

Hi Jancye,  
 I seem to be getting more and more queries from the group leaders regarding the changes. Could you please follow up?  
 Many Thanks  
 Rose Rope | Information Officer | Course Co ordinator  
 Respect, Equity & Diversity (RED) Contact Officer  
 Phone 02 62050303 | 62051075 | Fax 02 6205 1077  
 Community Participation Group | Office for Women-Women's Information and Referral Centre |  
 Community Services Directorate | ACT Government  
 Ground Floor 13 London Cct Canberra City | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

---

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

Dear Rose,  
 Further to our conversation about the groups for 2014 I wanted to check that there would be support for women attending the groups and that they would be able to make a face to face appt or telephone to gain support in the time between groups similar to the fantastic support the women currently receive from WIRC staff.  
 I have appreciated all the hard work and support that staff at WIRC have provided to women living in the ACT.  
 Warm regards

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

**Manikis, Nic**

---

**From:** Elizabeth Spence [Elizabeth.Spence@cpsu.org.au]  
**Sent:** Tuesday, 3 December 2013 4:50 PM  
**To:** Manikis, Nic  
**Cc:** Mannion, Maree  
**Subject:** RE: Outstanding items

---

Much appreciated

**Elizabeth Spence** | Field Organiser | CPSU | ph 02 6220 9604 |m 0427 412 330 |f 02 6220 9690  
 website [www.cpsu.org.au](http://www.cpsu.org.au) | member service centre 1300 137 636

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

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**From:** Manikis, Nic [mailto:NIC.MANIKIS@act.gov.au]  
**Sent:** Tuesday, 3 December 2013 4:42 PM  
**To:** Elizabeth Spence  
**Cc:** Mannion, Maree  
**Subject:** RE: Outstanding items

Thank you Elizabeth

I will prepare a response along the lines suggested below. I think there has been many sets of questions floating around throughout the process and it certainly has not been my intention to attribute questions to WIRC staff that have not been asked in the first instance.

I will copy you in to my response to WIRC staff.

Cheers

nic

---

**From:** Elizabeth Spence [mailto:Elizabeth.Spence@cpsu.org.au]  
**Sent:** Tuesday, 3 December 2013 4:23 PM  
**To:** Manikis, Nic  
**Cc:** Mannion, Maree  
**Subject:** RE: Outstanding items

Hi Nic,

I understand that you sent an email to WIRC staff in response to their 8 questions from October (first attachment). Some WIRC staff raised concerns with me that your answers (second attachment) do not relate to the questions that they asked originally.

WIRC staff are happy for their original questions to go without formal response. They acknowledge that most of these questions are now outdated and that the answers have been provided along the way.

However WIRC staff are concerned that there is a perception that they have been asking *other* questions (ie the question and response regarding the Respite centre). I am not sure where that query came from? Also the wording of the questions in your document do not reflect the wording of the WIRC staff's questions, even though some of your response content does.

I appreciate that this may not have been your intention. However staff would appreciate it if you could respond to Flor's email (third attachment) stating (something to the effect that) your responses are *not* responses to the original questions answered, but that your email relates to broad, operational queries concerning WIRC and CSD. If this was acknowledged, they would feel a lot better and they do not feel a need for responses to the original questions.

Thanks, happy to discuss

**Elizabeth Spence** | Field Organiser | CPSU | ph 02 6220 9604 |m 0427 412 330 |f 02 6220 9690  
website [www.cpsu.org.au](http://www.cpsu.org.au) | member service centre 1300 137 636

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**From:** Elizabeth Spence  
**Sent:** Thursday, 28 November 2013 8:00 AM  
**To:** Nic Manikis ([NIC.MANIKIS@act.gov.au](mailto:NIC.MANIKIS@act.gov.au))  
**Subject:** Outstanding items

Hi Nic,

I had a meeting with WIRC staff last week and I wanted to follow up with you regarding a couple of items that the staff would like to get.

1. Can you please respond in writing to the attached questions from the WIRC staff(as per the agreement from our meeting in October)
2. Can you please send a letter to Rosemary regarding her employment situation. The other staff have had a letter like this each, however Rose has not. I understand that she will be moving to Theo Notaras but she would appreciate something in writing.

Also, can you please let me know when service redesign meetings will recommence with WIRC/OFW/CPG staff?

Thanks

**Elizabeth Spence** | Field Organiser | CPSU | ph 02 6220 9604 |m 0427 412 330 |f 02 6220 9690  
website [www.cpsu.org.au](http://www.cpsu.org.au) | member service centre 1300 137 636

**Manikis, Nic**

---

**To:** Petrova, Biljana; Sermeno, Flor; Rope, Rosemary; Bejar, Chikee  
**Cc:** Matthews, David; Mannion, Maree; W-Inter; Winter, Jancye; Elizabeth Spence  
**Subject:** FW: wirc 8 questions  
**Attachments:** wirc 8 questions.doc

---

Biljana, Flor, Rosemary and Chikee

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

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

I regret any misunderstanding that this may have caused.

Cheers

nic

---

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

Hi Nic,

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

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

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

- 147
- 30 October - Letter from the Union rep. referring to the questions. In addition to the 8 questions she refers to "He also committed to provide you with written information around the Financial and Service reasons for the change"
  - 1<sup>st</sup> Nov – Biljana, Chikee and I received the Redeployment letter clarifying our status.

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

Happy to extend.

Kind Regards,

Flor

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

Ph: 02 6205 1076/ Fax: 02 6205 1077

**Community Participation Group/** Community Services Directorate /**ACT Government**

Ground Level 13 London Cct Canberra City/ GPO Box 158 Canberra ACT 2601/ [www.women.act.gov.au](http://www.women.act.gov.au)

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---

**From:** Manikis, Nic

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

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

**Subject:** wirc 8 questions

Team

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

I apologise for the delay in formally responding in writing.

I am happy to discuss any queries you may have.

Cheers

Nic

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**Manikis, Nic**

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

---

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Happy to extend.

Kind Regards,

Flor

**Flor Sermeno** /Assistant Manager / Women's Information & Referral Centre  
**Ph: 02 6205 1076/ Fax: 02 6205 1077**  
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I apologise for the delay in formally responding in writing.

I am happy to discuss any queries you may have.

Cheers

Nic

---

## WIRC Service Redesign Meeting, 16 October 2013

### Questions

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

6. Can we have access to the evaluation/review of the current model?
  7. Can we have access to detailed analysis of the WIRC budget?
  8. How will the new model of service delivery measure access by women most vulnerable in the community?
- 

FYI

**From:** Petrova, Biljana  
**Sent:** Tuesday, 15 October 2013 3:57 PM  
**To:** Winter, Jancye  
**Subject:** WIRC Questions

Hi Jancye,

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

Regards,

Biljana

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

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

Hi Ladies,

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

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

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

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

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

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

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

Cheers

**Elizabeth Spence** | Field Organiser | CPSU | ph 02 6220 9604 | m 41 2 6220 9690  
website [www.cpsu.org.au](http://www.cpsu.org.au) | member service centre 1300 137 636

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Manikis, Nic

---

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 as follows:

|                             |       |
|-----------------------------|-------|
| Phone                       | 5,787 |
| Face to Face appointments   | 399   |
| Face to Face drop-in visits | 1697  |
| Emails                      | 3,068 |
| Fax                         | 80    |
| Post                        | 330   |
| Library                     | 78    |
| Internet                    | 302   |

Of these contacts:

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

Cheers

nic

**WOMEN'S INFORMATION AND REFERRAL CENTRE OCCASIONS OF SERVICE DATA 2012-13**

In 2012-13, Women's Information and Referral Centre (WIRC) staff responded to 12,470 contacts are breakdown of the contacts are:

- Phone: 5,787;  
Face to face appointment: 399;  
Face to face drop in visit: 1,697;  
Email:3,068;  
Fax: 80;  
Post:330;  
Library: 78;and  
Internet: 302.

2096

2,476 face to face

$$= 19.8\%$$

- 95 (0.76%) identified as men;
- 867(6.95%) from a culturally and linguistically diverse 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; and
- 168(1.34%) identified as being under the age of 25 years.

In 2012-13, 14 879 client issues/ information were raised. The top ten issues raised were:

- 1,435 (9.64 %)General information;
- 1, 381 (9.28 %)WIRC Support Groups and Information Session;
- 1,009 (6.78 %)WIRC Courses;
- 923 (6.2 %) Domestic Violence;
- 756 (5.08 %) Financial Matters;
- 751 (5.05%) Legal;
- ✓ ■ 695 (4.67 %) Publications;
- 685 (4.6 %) Mental Health;
- 662 (4.45%) Counselling; and
- 638 (4.29%) Education and Training.

6 ~~6~~ sessions  
36 "

Lenyon YH Centre

4th quarter

113 total participants

So 452 per year

$$\begin{array}{r} 1381 \\ 1009 \\ \hline 638 \end{array} / 3028 = 24\%$$

**Manikis, Nic**

---

**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](mailto: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**  
**Media and Communications | Community Services Directorate | ACT Government**  
 Level 8, 111 Moore St, Canberra City | GPO Box Canberra 158 | [www.communityservices.act.gov.au](http://www.communityservices.act.gov.au)



@CSD\_ACT



Community Services Directorate

**Manikis, Nic**

---

**From:** Aguilera, Alicia  
**Sent:** Tuesday, 3 December 2013 8:18 AM  
**To:** Manikis, Nic; Winter, Jancye  
**Subject:** FW: WiRC closure message

**Importance:** High

Hi Nic and Jancye

Can I please get some brief dot points today outlining past achievements and the way forward?

Thanks  
 Alicia

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

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

Great idea, acknowledging past achievements and new approach.

David Matthews

> On 2 Dec 2013, at 10:07 am, "Aguilera, Alicia" <[Alicia.Aguilera@act.gov.au](mailto:Alicia.Aguilera@act.gov.au)> wrote:

>

> Hi David and Nic

>

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

>

> Thanks

> Alicia

>

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

> **From:** Dutt, Kanchan

> **Sent:** Monday, 2 December 2013 9:59 AM

> **To:** Aguilera, Alicia

> **Subject:** RE: WiRC closure message

>

> Hello Alicia,

> Good idea. They are planning some kind of farewell event at WiRC on the last day so it might line up with that.

> Are you blue to suggest it to Nic and David M in the first instance? If they're on board we can run past Sue/Natalie.

> Cheers,

> Kanchan

>

> **From:** Aguilera, Alicia

> **Sent:** Monday 2 December 2013 09:56

> **To:** Dutt, Kanchan

> **Subject:** WiRC closure message

>

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

---

> Alicia Aguilera | Senior Media & Communications Officer  
 > T: 02 6207 6275 | F: 02 6205 0279  
 > Media and Communications | Community Services Directorate | ACT Government Level 8, 11 Moore St, Canberra City | GPO Box 158 Canberra City 2601 |  
 > [www.communityservices.act.gov.au](http://www.communityservices.act.gov.au)<<http://www.communityservices.act.gov.au>>  
 >  
 > [icon\_twitter]<[@CSD\\_ACT](https://twitter.com/CSD_ACT)<[https://twitter.com/CSD\\_ACT](https://twitter.com/CSD_ACT)> [fbook]  
 > <<http://www.facebook.com/pages/Community-Services-Directorate/206453312698285>> Community  
 > Services Directorate<<http://www.facebook.com/pages/Community-Services-Directorate/206453312698285>>  
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## 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.

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**Manikis, Nic**

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**From:** Elizabeth Spence [Elizabeth.Spence@cpsu.org.au]  
**Sent:** Tuesday, 3 December 2013 4:50 PM  
**To:** Manikis, Nic  
**Cc:** Mannion, Maree  
**Subject:** RE: Outstanding items

---

Much appreciated

**Elizabeth Spence** | Field Organiser | CPSU | ph 02 6220 9604 |m 0427 412 330 |f 02 6220 9690  
website [www.cpsu.org.au](http://www.cpsu.org.au) | member service centre 1300 137 636

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**From:** Manikis, Nic [mailto:NIC.MANIKIS@act.gov.au]  
**Sent:** Tuesday, 3 December 2013 4:42 PM  
**To:** Elizabeth Spence  
**Cc:** Mannion, Maree  
**Subject:** RE: Outstanding items

Thank you Elizabeth

I will prepare a response along the lines suggested below. I think there has been many sets of questions floating around throughout the process and it certainly has not been my intention to attribute questions to WIRC staff that have not been asked in the first instance.

I will copy you in to my response to WIRC staff.

Cheers

nic

---

**From:** Elizabeth Spence [mailto:Elizabeth.Spence@cpsu.org.au]  
**Sent:** Tuesday, 3 December 2013 4:23 PM  
**To:** Manikis, Nic  
**Cc:** Mannion, Maree  
**Subject:** RE: Outstanding items

Hi Nic,

I understand that you sent an email to WIRC staff in response to their 8 questions from October (first attachment).  
Some WIRC staff raised concerns with me that your answers (second attachment) do not relate to the questions that they asked originally.

WIRC staff are happy for their original questions to go without formal response. They acknowledge that most of these questions are now outdated and that the answers have been provided along the way.

However WIRC staff are concerned that there is a perception that they have been asking *other* questions (ie the question and response regarding the Respite centre). I am not sure where that query came from? Also the wording of the questions in your document do not reflect the wording of the WIRC staff's questions, even though some of your response content does.

I appreciate that this may not have been your intention. However staff would appreciate it if you could respond to Flor's email (third attachment) stating (something to the effect that) your responses are *not* responses to the original questions answered, but that your email relates to broad, operational queries concerning WIRC and CSD. If this was acknowledged, they would feel a lot better and they do not feel a need for responses to the original questions.

Thanks, happy to discuss

**Elizabeth Spence** | Field Organiser | CPSU | ph 02 6220 9604 | m 0427 412 330 | f 02 6220 9690  
website [www.cpsu.org.au](http://www.cpsu.org.au) | member service centre 1300 137 636

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**From:** Elizabeth Spence  
**Sent:** Thursday, 28 November 2013 8:00 AM  
**To:** Nic Manikis ([NIC.MANIKIS@act.gov.au](mailto:NIC.MANIKIS@act.gov.au))  
**Subject:** Outstanding items

Hi Nic,

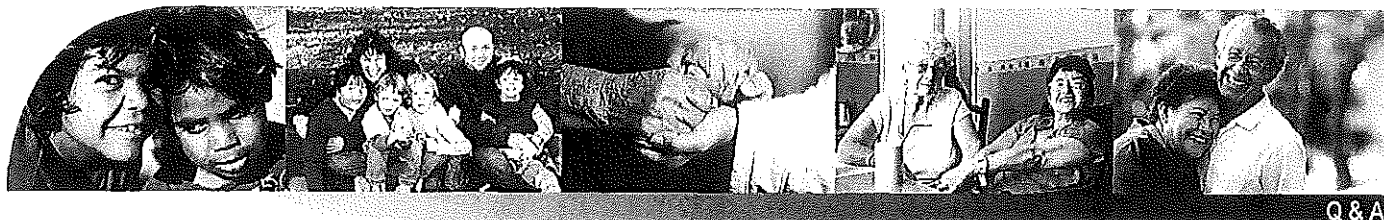
I had a meeting with WIRC staff last week and I wanted to follow up with you regarding a couple of items that the staff would like to get.

1. Can you please respond in writing to the attached questions from the WIRC staff(as per the agreement from our meeting in October)
2. Can you please send a letter to Rosemary regarding her employment situation. The other staff have had a letter like this each, however Rose has not. I understand that she will be moving to Theo Notaras but she would appreciate something in writing.

Also, can you please let me know when service redesign meetings will recommence with WIRC/OFW/CPG staff?

Thanks

**Elizabeth Spence** | Field Organiser | CPSU | ph 02 6220 9604 | m 0427 412 330 | f 02 6220 9690  
website [www.cpsu.org.au](http://www.cpsu.org.au) | member service centre 1300 137 636



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

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

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

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

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

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

### When will WiRC close?

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

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

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

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



**ACT**  
Government  
Community Services

GPO Box 158, Canberra ACT 2601  
e [CSD@act.gov.au](mailto:CSD@act.gov.au) t 133 427  
w [www.communityservices.act.gov.au](http://www.communityservices.act.gov.au)

**Manikis, Nic**

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

---

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

Cheers

David Matthews

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

David

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

I have cleared the attached text with Maree and Bridie.

For your consideration before I send off to staff.

Cheers

Nic

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

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

### **Why are you making these changes to WiRC?**

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

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

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

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

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

### **How many staff are affected by these changes?**

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

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

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

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

### **What are the savings you anticipate making through this process?**

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

**Can you also provide advice on how CSD will support women that come to the WiRC to access DV support services after court matters.**

- There will be continued support available for women seeking access to DV support services following the relocation of services from WiRC at the end of this year.
- Women will continue to receive support and information from appropriately trained staff located in the Theo Notaras Multicultural Centre from the end of December 2013.
- There will be one former WiRC part-time permanent staff member who will transfer and anchor this service as part of the Office for Women relocated to the Theo Notaras Multicultural Centre – this staff member will be supported by other appropriately trained staff from the Office for Women as well as from the other areas of the Community Participation Group located in the Centre.
- It should be noted that the service offered is not a 'case management' service but rather a 'consultation and subsequent referral' service, usually as a one-off occasion.

**What women's support services will be available in Tuggeranong and Gungahlin**

- It is proposed that the following services will be available in Tuggeranong and Gungahlin once the WiRC model changes:
  - relevant publications and information at all three Child and Family Centres, Gateway (NDH House) and at Therapy ACT;
  - the *Return to Work officer* will be available (schedule promoted) for a morning or an afternoon each week at each of the three Child and Family Centres;
  - all staff at the three Child and Family Centres, Gateway (NDH House) and in the Community Participation Group located at the Theo Notaras Multicultural Centre will receive appropriate training to deal with enquiries from women who wish to access services, information and support;
  - we will explore the availability of free use of computers and internet at the three Child and Family Centres for women;
  - we will also construct a program of information sessions for women to be delivered at the three Child and Family Centres and other locations in Tuggeranong and Gungahlin .

### **How will you know whether your changes have improved services?**

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

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

### **Do these changes spell the end of WiRC?**

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

### **Why are you deciding to bring these changes in now?**

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

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

These two issues should not be confused with each other. Having said that, the way we deliver our services has to be continually reviewed to ensure that it is meeting the needs of Canberrans.

Governments have to make decisions that may cause some concern in the short term but that in the longer term are done in the best interests of the community.

I reiterate that with WiRC, this process is not about cutting jobs nor services but about greater opportunities for more women in need to benefit from the services and programs that will be on offer from a wider range of locations.

**Manikis, Nic**

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**From:** Elizabeth Spence [Elizabeth.Spence@cpsu.org.au]  
**Sent:** Friday, 29 November 2013 9:09 AM  
**To:** Manikis, Nic  
**Cc:** Mannion, Maree  
**Subject:** RE: Outstanding items

---

Hi Nic,

I got some feedback from WIRC staff yesterday.

I understand that they are occupied with completing a project and packing up the centre.

Biljana suggested that if service redesign meetings need to continue, that they happen after WIRC closes or before, but with the involvement of Rose & Rebecca, OFW and CPG.

I will leave this with you to think about.

Cheers

**Elizabeth Spence** | Field Organiser | CPSU | ph 02 6220 9604 | m 0427 412 330 | f 02 6220 9690  
 website [www.cpsu.org.au](http://www.cpsu.org.au) | member service centre 1300 137 636

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**From:** Manikis, Nic [mailto:NIC.MANIKIS@act.gov.au]  
**Sent:** Thursday, 28 November 2013 9:51 AM  
**To:** Elizabeth Spence  
**Cc:** Mannion, Maree  
**Subject:** RE: Outstanding items

Elizabeth

Thank you.

Cheers

nic

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**From:** Elizabeth Spence [mailto:Elizabeth.Spence@cpsu.org.au]  
**Sent:** Thursday, 28 November 2013 8:09 AM  
**To:** Manikis, Nic  
**Cc:** Mannion, Maree  
**Subject:** RE: Outstanding items

1299

Thank you Nic,

Happy to hear about the responses.

I am not sure if staff are happy to recommence meetings at this time (due to the impending close date and holidays).

If you need me to enquire I am happy to ask WIRC and OFW staff.

Cheers

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

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

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**From:** Manikis, Nic [<mailto:NIC.MANIKIS@act.gov.au>]

**Sent:** Thursday, 28 November 2013 8:08 AM

**To:** Elizabeth Spence

**Cc:** Manikis, Nic; Mannion, Maree

**Subject:** Re: Outstanding items

Elizabeth

I have completed the response to the questions and will send to staff.

I also have letter for Rose which I will send today.

My understanding from our last meeting is that you asked that meetings be suspended until the staff notified that they wished to continue. I take it that staff now wish to re commence the meetings. If this is the case please let me know and I will schedule for next week.

Cheers

Nic

Sent from my iPad

On 28 Nov 2013, at 8:00 am, "Elizabeth Spence" <[Elizabeth.Spence@cpsu.org.au](mailto:Elizabeth.Spence@cpsu.org.au)> wrote:

Hi Nic,

I had a meeting with WIRC staff last week and I wanted to follow up with you regarding a couple of items that the staff would like to get.

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1. Can you please respond in writing to the attached questions from the WIRC staff(as per the agreement from our meeting in October)
  2. Can you please send a letter to Rosemary regarding her employment situation. The other staff have had a letter like this each, however Rose has not. I understand that she will be moving to Theo Notaras but she would appreciate something in writing.

---

Also, can you please let me know when service redesign meetings will recommence with WIRC/OFW/CPG staff?

---

Thanks

**Elizabeth Spence** | Field Organiser | CPSU | ph 02 6220 9604 |m 0427 412 330 |f 02 6220 9690  
website [www.cpsu.org.au](http://www.cpsu.org.au) | member service centre 1300 137 636

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<131016 WIRC Service Redesign Questions.docx>

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

### **Questions**

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

## WIRC Service Redesign Questions

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

13 December 2013.

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

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

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

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

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

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

The change model process involves:

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

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

Yes.

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

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

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

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

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

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

**Manikis, Nic**

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**From:** Wensing, Veronica  
**Sent:** Friday, 29 November 2013 2:47 PM  
**To:** Manikis, Nic; Doyle, Bridie  
**Subject:** FW: WIRC project doc  
**Attachments:** WIRC project doc.doc

---

Hi Nic

In the absence of being able to access the most updated document, here are some of the changes we discussed ( from memory)

The final summary of recommendations will need to reflect the exact wording in the project outline.  
 cheers

Veronica Wensing

Community Participation Group | Office for Women | Community Services Directorate | ACT Government  
 Phone 02 6205 9847 | Fax 02 6207 5682 | Email [Veronica.wensing@act.gov.au](mailto:Veronica.wensing@act.gov.au)  
 Level 2 , THéo Notaris Building, 180 London Cct  
 GPO Box 158, Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

Please note

I work 4 hours only on Monday, Wednesday, Friday




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**From:** Doyle, Bridie  
**Sent:** Friday, 29 November 2013 10:35 AM  
**To:** Manikis, Nic  
**Cc:** Wensing, Veronica  
**Subject:** WIRC project doc

Latest iteration.



**ACT**  
Government

Community Services

# **WIRC SERVICES**

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## **PROJECT**

### **2013**

#### **Contents**

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

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

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

- a. Research
- b. consultation

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

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

# 1 PROJECT SCOPE INFORMATION

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## 1a Project justification

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

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

## 1b Background

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

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

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

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

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

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

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

### **1c Business benefits**

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

### **1d End product**

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

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

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

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

#### **Research and consultation**

- Consultation:
  - WIRC staff
  - Community sector
    - DVCS
    - ACTCOSS
    - YWACRCC
    - Beryl Women Inc
    - Doris Women's Refuge
    - Toora Women Inc
    - St Vincent de Paul Family services
- Research:
  - WIRC services provided
  - WIRC data
  - Other models within ACT and Australia
  - Potential and existing synergies

#### **Development of options**

- Draft Options Paper which includes options for service delivery and implementation plans for each service function

- Consult on draft
- Incorporate consultation and finalise paper

## 2. RESEARCH AND CONSULTATION

### 2a Research

#### WIRC DATA (2012-2013)

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

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

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

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

#### Support groups/information sessions

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

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

Across a range of other courses targeting women's self esteem and relationships (including self esteem post separation, healthy relationships and self confidence courses) there were a total of approximately 130 attendees in 2012-2013. Data does not reveal whether the women attending the domestic violence support groups are also attending the self esteem based courses, although WIRC staff report that many of the self esteem based courses are attended by women who have experienced domestic violence in the past (where the support groups are attended by women who have recently experienced domestic violence).

#### Other groups and information sessions

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

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

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

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

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

### **Return to work grants**

The Return to Work Grants for women program has been operating out of the WIRC shopfront since its inception in 2010. More recently the return to work grants officer has been trialling outreach visits in other CSD locations such as the Child and Family Centre's (CFC's) and the Housing ACT Central Access Point (CAP). The return to work officer in consultation for this report indicated a very positive response from women to this outreach approach. The worker particularly noted that the outreach at the CAP involved contact with a 'very different' target group and resulted in the provision of grants to a number of women who would otherwise not have accessed this service. The return to work grants function and officer will continue to expand this successful outreach approach to better target those most in need and improve access to this grants program.

## **2b CONSULTATION**

### **First stage 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 Ministerial Advisory Council for Women and Women's Centre for Health Mmatters. 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 backgrounds accessing WIRC services (7%), this consultative group would respond favourably to the relocation of the shopfront functions to the Theo Notaras Multicultural Centre, given the central location of the Centre to a range of services for people from culturally diverse backgrounds.

Two consultation forums were also held on 18 and 25 October 2013 with representatives from the ACT Women's sector, including the Women's Centre for Health Mmatters, Domestic Violence Crisis Service, Canberra Rape Crisis Centre, Inanna, Women's Legal Centre and the

Multicultural Women's Advocacy group. Minister Burch also met with her Women's Advisory Council to discuss the new service model.

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

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

---

#### **Service provision/model consultation**

Consultation was held with WIRC staff about the range of services currently provided and seeking 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 ensure their suggestions for service delivery were considered in the development of the proposed model.

### 3 OPTIONS FOR MODEL OF SERVICE DELIVERY

#### Introduction

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

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

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

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

#### 3a Information phone line

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

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

It is recommended that the phone services be provided by appropriately skilled<sup>1</sup> CSD Community Participation Group in Theo Notaras Multicultural Centre, at least for the next 12 months, given the timeframe for the completion of the current contract with Anglicare (expiring 31 January 2014) and the need to ensure the transition and maintenance of current WIRC functions. The possibility of tendering out the two phone services as a single package at some later date is easily achieved at which time any problems in the combined service would have been resolved and attention around WIRC functions will have eased.

**Recommendation One-** That the APRIL contract with Anglicare, expiring end January 2014, not be renewed and the budget and functions of that service be brought into CSD Community

<sup>1</sup> Important to note that only 6% of requests relate to domestic violence.

Participation Group and administered alongside the WIRC phone information line functions while maintaining separate phone numbers and badging.

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

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

Across all forms of WIRC service delivery, 35% of contacts are for information about WIRC courses or for 'general' information and another 10% for referral to legal or financial services. Of the remaining 55%, only 6% (or 24 people per year) relate to requests for information or support about domestic violence. Nonetheless ensuring appropriate service provision for this group is important to maintain. As discussed earlier it is also important to consider that some women may disclose domestic violence only after receiving a response to their initial information request. It is therefore important that for any form of face to face services offered, staff be available who are appropriately skilled and supported to respond to disclosures of domestic violence.

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

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

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

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

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

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

The negative media and social commentary from sections of the women's sector about the remodelling of WIRC services has included concern about the loss of a 'safe space for women' in the ACT with one commenting that without WIRC 'there will be no safe women's space while there is space for men<sup>2</sup> and a safe space for gender diversity'. While bilateral consultation with direct providers has not expressed as great a concern in this regard it has nonetheless been raised.

While the location at Theo Notaras Multicultural Centre is suitable as a safe space for women to drop in for a range of reasons such as the potential to improve access by women from diverse cultural backgrounds and the collocation of a range of community engagement functions, the physical layout does prove awkward to encouraging a sense of welcome and safety. While child safety is an issue that will need consideration, the primary barrier to the creation of a welcoming space is the presence of the security guard in the foyer. In its current layout the first thing a woman accessing information or support would be met with is a male security guard behind glass, which is not conducive to the creation of a sense of 'safe space for women'. Given other CSD services such as Housing ACT, who have face to face contact with 35,000 client visits a year, don't need a security guard, there are clearly a range of other strategies that can be implemented to address any safety issues for staff while creating a welcoming place for clients. It is recommended that the need for the security guard be re-evaluated and at the least if it is determined to remain it should be specified that the guard be a woman.

The physical space is currently being renovated to include a safe and comfortable interview room for both the Women's Return to Work grants officer and the provision of WIRC information and drop in services.

**Recommendation Three-** That the need for a security guard on level 2 of Theo Notaras Centre be re-evaluated and that evaluation should consider the strategies employed by other areas of CSD to manage risks to staff in direct client contact settings.

### 3d Domestic violence Support groups

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

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

Between 2000 and 2006, the provision of the support groups was tendered to the community sector. However a review in 2006 found this was not successful. Consequently this function was brought back into WIRC. WIRC staff report that the primary reason for the non success of outsourcing was not suitable was of the groups was that particularly in relation to that the

<sup>2</sup> The "mens space" they were referring to was Canberra Mens Centre (CMC). Should be noted that this is actually their administration office in the Griffin Centre which is not named as 'mens space' by CMC.

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service contracted to provide the groups from 2004-2006, was not expert on domestic violence or women's issues.

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

While the women's sector has expressed a reluctance to "pick over the carcass" of WIRC funds, consultation with the primary direct support providers, rather than advocacy based groups such as the Women's Electoral Lobby, shows support for the need to remodel existing WIRC services, particularly in relation to the domestic violence support functions and see DVCS as the natural and most expert provider of this in the ACT.

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

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

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

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

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

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

That an evaluation of the groups for women occur prior to 1 July 2014, preferably undertaken by the potential provider.

### 3e Other courses

WIRC provides a range of courses including 'self esteem after domestic violence', general 'self esteem', 'moving on after separation' and 'healthy relationships'. WIRC staff report that most attendees at these courses are women who have experienced domestic violence in the past but are no longer at the early or crisis stage of the recovery process. These courses are run either with four to six sessions of three hours. In 2012-2013 they were run 10-12 times (depending on which actual courses are considered) with an average of six participants in each course amounting to between 66 to 76 participants in total.

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

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

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

**Recommendation Five-** That the provision of the current WIRC courses related to post crisis domestic violence support be included in the support group contract.

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

### 3f Information sessions

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

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

While attendance at the 'Thinking Thursday' sessions provided by work have reasonably good attendance, WIRC staff report that they are overwhelmingly attended by public servants.

While there is an obvious demand, with an average of thirty-three attendees at each session, the client group is not a target group for CSD. It is therefore recommended that these sessions be discontinued and be forwarded to CMTD for consideration as part of their 'supporting our staff' commitments.

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

### 3g Name and badging

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

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

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

### 3h Future platforms

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

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

**Recommendation Nine-** That CSD look to improving the current on line information for women over the next 12 months.

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

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

## **LIST OF RECOMMENDATIONS**

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

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

**Recommendation Three-** That the need for a security guard on level 2 of Theo Notaras Centre be re-evaluated and that evaluation should consider the strategies employed by other areas of CSD to manage risks to staff in direct client contact settings.

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

**Recommendation Five-** That the provision of the current WIRC courses related to post crisis domestic violence support be included in the support group contract.

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

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

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

**Recommendation Nine-** That CSD improves the current on line information for women over the next 12 months.

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

| Current WIRC service provision                                       | Option                                                                                                                                      | Costs                                           | Provider/staff                                                                                                                            | Approx % current WIRC output | % current function maintained in new delivery format |
|----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|------------------------------------------------------|
| Phone/email information service- 9 am to 5pm Mon to Frid             | Combine administration of Elder APRIL and WIRC phone services within CSD Community participation group with separate numbers for community. | \$70,000 pa already expended on APRIL.          | CSD- 1xAS04 p/t and one AS03/pt to manage both lines and email and some occasions of community engagement (ie stalls at community events) | 74%                          | 100%                                                 |
| Drop in information and support service                              | Relocated to Theo Nataras centre                                                                                                            | Nil- absorbed by allocated AS04 and CPG staff   | CSD                                                                                                                                       | 19%                          | 100%                                                 |
| Development of WIRC calendar and organising groups/training          | Calendar and organisation of groups provided by 1x AS04 (at .65FTE) supported by and located with the Community Participation Group         | 1x 0.65 AS04 = \$49,595 + printing costs \$2000 |                                                                                                                                           | 2%                           | 100%                                                 |
| Facilitate operation of Domestic violence support groups and courses | Outsource to community provider                                                                                                             | \$45,000 to community expert provider           | DVCS                                                                                                                                      | 3%                           | 100%                                                 |

|                                                              |                                                                                                              |         |  |      |                                                   |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|---------|--|------|---------------------------------------------------|
| Facilitate operation of Financial/legal information sessions | Incorporate into the domestic violence support groups                                                        | \$8,000 |  | 1.5% | 100%                                              |
| Provision of 'Thinking Thursday' sessions                    | Attendees are primarily public servants and the sessions relate to career development – not CSD target group |         |  | .5%  | 0%                                                |
| Domestic violence phone app                                  | Investigate purchase/development support phone app like 'Aurora' in NSW                                      | Unknown |  | Nil  | Additional                                        |
|                                                              |                                                                                                              |         |  |      | <b>Total current WIRC services provided 99.5%</b> |

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

DRAFT

# MINUTE

|                |                                                                                                                                   |
|----------------|-----------------------------------------------------------------------------------------------------------------------------------|
| <b>Date</b>    | <b>22 November 2013</b>                                                                                                           |
| <b>To</b>      | <b>Director, Community Participation Group</b>                                                                                    |
| <b>From</b>    | <b>Office for Women</b>                                                                                                           |
| <b>Subject</b> | <b>Update Office for Women and Women's Information and Referral Centre<br/>Monday 11 November 2013 to Friday 22 November 2013</b> |

0/5

O/S

**Women's Informational and Referral Centre (WIRC)**

- During October 2013 the total number of WIRC contacts was 1,076 including:

| TYPE OF CONTACT                             | NUMBER      |
|---------------------------------------------|-------------|
| Telephone                                   | 573         |
| Face to face scheduled appointments         | 39          |
| Emails                                      | 207         |
| Postings                                    | 11          |
| Library Contacts                            | 11          |
| Faxes                                       | 12          |
| Drop In Visits                              | 186         |
| Instances Of Internet Use                   | 37          |
| <b>TOTAL NUMBER OF CONTACTS FOR OCTOBER</b> | <b>1076</b> |

O/S

**Manikis, Nic**

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**From:** Howe, Damien  
**Sent:** Friday, 22 November 2013 10:49 AM  
**To:** Matthews, David  
**Cc:** Manikis, Nic; McPhee, Ian; Ridge, Joel  
**Subject:** Changes to internal fitout Theo Notaris Centre

Hi David,

I met with Nic yesterday and we have reviewed the proposed changes to Theo Notaris. The original plan to demolish and rebuild offices and redesign the office area (which would have cost tens of thousands) is on hold for now.

The short term changes requested are fairly minor and include removing two partition walls and a glass partition to open the area up and allow extra room for the 2 x WIRC staff and 4 x Office for Women to move in. There will be some minor data cabling work required. There are a couple of other minor changes that Nic is undertaking that don't involve any/much cost or infrastructure work (e.g. converting the security reception into a meeting room by moving some furniture/fittings around).

Total cost for these changes look like they will stay under the \$10K mark including work already undertaken.

Regards,

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

**Manikis, Nic**

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**From:** Bennett, Erin  
**Sent:** Friday, 22 November 2013 9:42 AM  
**To:** Bennett, Erin; Beer, Kylie  
**Cc:** Clarke, Emma; Scrivener, Sharon; Manikis, Nic  
**Subject:** RE: meeting request: Women's Information and Referral Centre

Hi Kylie

In addition, we'd appreciate **Sue Chapman** to come along to this mtg on Monday.  
 Are you pls able to help coordinate?

Thanks  
 Erin

**Erin Bennett | Women's Adviser & Electorate Adviser to Joy Burch MLA**  
 ACT Minister for Women | ACT Minister for Education & Training | ACT Minister for Multicultural Affairs | ACT Minister for  
 Disability, Children & Young People | ACT Minister for the Arts | ACT Minister for Gaming and Racing | Member for Brindabella  
 P: (02) 620 55420 | F: (02) 620 53165  
 E: [erin.bennett@act.gov.au](mailto:erin.bennett@act.gov.au)

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**From:** Bennett, Erin  
**Sent:** Friday, 22 November 2013 9:23 AM  
**To:** Beer, Kylie  
**Cc:** Clarke, Emma; Scrivener, Sharon; Manikis, Nic  
**Subject:** FW: meeting request: Women's Information and Referral Centre  
**Importance:** High

Hi Kylie

We urgently need a brief prepared for a meeting which is taking place this **Monday 25 Nov, 11:30am-12pm** between the Chief Minister, Minister Burch and delegation of women (including WEL) who wish to express their concerns re: WIRC changes.

This will be taking place in the Chief Minister's office.

Even if the brief which was prepared for the Minister's mtg with WEL (which took place on Wed 30 Oct) is amended and updated to reflect where we are currently at.

We need this by COB today.

Thanks  
 Erin

**Erin Bennett | Women's Adviser & Electorate Adviser to Joy Burch MLA**  
 ACT Minister for Women | ACT Minister for Education & Training | ACT Minister for Multicultural Affairs | ACT Minister for  
 Disability, Children & Young People | ACT Minister for the Arts | ACT Minister for Gaming and Racing | Member for Brindabella  
 P: (02) 620 55420 | F: (02) 620 53165  
 E: [erin.bennett@act.gov.au](mailto:erin.bennett@act.gov.au)

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**From:** Clarke, Emma  
**Sent:** Friday, 22 November 2013 9:13 AM  
**To:** Bennett, Erin  
**Subject:** FW: meeting request: Women's Information and Referral Centre

Do we have something available we can provide for the CM?

Emma Clarke | Office Manager  
Office of Minister Joy Burch MLA  
Member for Brindabella  
P: (02) 620 50020 | F: (02) 620 53165

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**From:** Scrivener, Sharon  
**Sent:** Friday, 22 November 2013 8:03 AM  
**To:** Clarke, Emma  
**Subject:** FW: meeting request: Women's Information and Referral Centre

would you have a current brief on this I could use for CM's info?  
S

Sharon Scrivener | Executive Officer to the Chief Minister | Office of the Chief Minister  
t: 620 50287 | f: 620 53030 | [sharon.scrivener@act.gov.au](mailto:sharon.scrivener@act.gov.au) | [www.chiefminister.act.gov.au](http://www.chiefminister.act.gov.au)

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**From:** 41  
**Sent:** Thursday, 21 November 2013 5:13 PM  
**To:** Scrivener, Sharon  
**Subject:** RE: meeting request: Women's Information and Referral Centre

Dear Ms Scrivener,

Thank-you for your message offering a meeting with the Chief Minister and Minister Burch at such short notice. I am currently checking with the other potential attendees to confirm the time and names, but I am confident that we will be available at the time proposed. I will be back in touch no later than tomorrow morning.

Regards,  
41

97

**From:** Scrivener, Sharon [Sharon.Scrivener@act.gov.au]  
**Sent:** Thursday, 21 November 2013 4:06 PM  
**To:** 41  
**Subject:** RE: meeting request: Women's Information and Referral Centre

Dear Dr Andrew

Thank you for your email requesting a meeting to discuss the Women's Information and Referral Centre. The Chief Minister and Minister Burch are available on Monday 25 November 2013 at 11.30am – 12.00noon to meet with you.

Could you please let me know if this time is convenient to you and the names of the meeting attendees. The meeting will take place in the Chief Minister's office -- Level 2 ACT Legislative Assembly Building.

Kind regards

**Sharon Scrivener** | Executive Officer to the Chief Minister | Office of the Chief Minister  
t: 620 50287 | f: 620 53030 | [sharon.scrivener@act.gov.au](mailto:sharon.scrivener@act.gov.au) | [www.chiefminister.act.gov.au](http://www.chiefminister.act.gov.au)

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**From:** 41  
**Sent:** Wednesday, 20 November 2013 10:34 AM  
**To:** GALLAGHER  
**Subject:** meeting request: Women's Information and Referral Centre

Dear Chief Minister,

I am writing to seek a short meeting on Monday 25th or Tuesday 26th of November, regarding the Women's Information and Referral Centre. The delegation would include women, including Women's Electoral Lobby members, who have expressed concern about the proposed closure of the London Circuit centre and associated changes.

I have spoken to your staff member, Karen, who informed me that a meeting at such short notice would almost never be possible and of course that is understandable. However, since we are planning a public demonstration of support for WIRC, we wanted to be sure we had pursued a meeting with you ahead of that action. If it turns out that you would be able to meet with us, we would be very grateful for the opportunity to discuss the issue.

Yours sincerely,

41  
Senior Research Associate  
College of Arts and Social Sciences  
Australian National University

41  
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**Manikis, Nic**

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**From:** Wensing, Veronica  
**Sent:** Friday, 22 November 2013 3:35 PM  
**To:** Manikis, Nic  
**Cc:** Doyle, Bridie  
**Subject:** update

Hi Nic

O/S

She feels that consultation with the women's sector about what can happen with W IRC has been taken to some extent and has some concerns the government is saying that consulted. she was only just today aware of the proposal from ACTCOSS and actually she doesn't agree with it because she considers that women centre for health matters is not a service delivery organisation and therefore .5 worker would not be well-suited to fitting in there.

I talked to her about how we could work together to make sure that the sector and government on the same page and that we work towards a common goal that everybody agrees with. She said she would be open to having a meeting with a number of the players i.e. Chrystina from rape crisis, Mirjana from dvcs, Fiona from the YWCA , Susan from ACTCOSS and Darlene Cox.

Subsequent to this I have spoken with Bridie. Bridie has a slightly different view about meeting with them all and has convinced me that perhaps we need to talk to these individuals first on a one-to-one basis because it is clear that they are not all on the same page themselves. I have said that I'm happy to accompany Bridie to any of these meetings subject to my availability and we think this is a good approach. What we do know is that the sector will trust Bridie and myself because they know that we are coming from the right philosophical base to solve issues around services for women.

Bridie also mentioned that you had suggested my role would be to push on with the aurora app which of course am happy to do however I would need a lot more information about that to know where to start.

In the meantime Bridie and I have agreed that we will meet face-to-face on Monday and talk this through a little bit further.

So in terms of briefing up about what's happening I think it's fair to say that we will continue to consult with the women's services to ensure all that the most vulnerable women in our community are not left out.

In the meantime, I've continued to work with Daryl re our planning meeting scheduled for Wednesday. We have organised a meeting for Monday to brief the facilitators of the various agenda items and seek their feedback on the agenda more broadly.

So don't worry about that. CPG planning is all under control.

Veronica Wensing

Community Participation Group | Office for Women | Community Services Directorate | ACT Government  
 Phone 02 6205 9847 | Fax 02 6207 5682 | Email [Veronica.wensing@act.gov.au](mailto:Veronica.wensing@act.gov.au)  
 Level 2 , Theo Notaris Building, 180 London Cct  
 GPO Box 158, Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

Please note

Meeting at WiRC on Wednesday 6 November 2013.

Present Flor Sermeno WiRC, Rebecca Adams WiRC, Rosemary Rope WiRC , Chikee Bejar WiRC, Elizabeth Spence CPSU, Jo Tracey, Organisational Services, Maree Mannion Organisational Services

Action Items

- Rebecca Adams and Rose Rope to be sent a letter that covers them changing work locations with the closure of the current WiRC work site
- Written response still required from Nic Manikis in relation to the question put to him. Nic Manikis to send this to Biljana Petrova who will then distribute to the work group
- Rebecca to make an appointment with Nic Manikis to discuss role and service provision in new work location
- Information about why the changes to WiRC to be made available for the meeting next week.
- Paper base copies of leave request forms to be forwarded to Maree Mannion for approval.
- Maree Mannion and Jo Treacy to meet individually with affected staff about position options and interests.
- Team to work with Jancye Winter on a transition plan – including work and tasks associated with the closure of centre.
- Nic Manikis to provide information in writing in relation to final closure date.
- Maree Mannion to advise Nic Manikis of safety issues of only one worker being on site and for a process and staff back up plan to be developed by Participation work area.

**Manikis, Nic**

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**To:** Petrova, Biljana; Sermeno, Flor; Rope, Rosemary; Bascomb, Amy; Bejar, Chikee  
**Subject:** wirc 8 questions  
**Attachments:** wirc 8 questions.doc

Team

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

I apologise for the delay in formally responding in writing.

I am happy to discuss any queries you may have.

Cheers

nic

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

### **Why are you making these changes to WiRC?**

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

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

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

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

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

### **How many staff are affected by these changes?**

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

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

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

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

### **What are the savings you anticipate making through this process?**

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

### **How will you know whether your changes have improved services?**

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

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

### **Do these changes spell the end of WiRC?**

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

### **Why are you deciding to bring these changes in now?**

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

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

These two issues should not be confused with each other. Having said that, the way we deliver our services has to be continually reviewed to ensure that it is meeting the needs of Canberrans.

Governments have to make decisions that may cause some concern in the short term but that in the longer term are done in the best interests of the community.

I reiterate that with WiRC, this process is not about cutting jobs nor services but about greater opportunities for more women in need to benefit from the services and programs that will be on offer from a wider range of locations.

**Manikis, Nic**

---

**From:** Wyles, Paul  
**Sent:** Friday, 15 November 2013 9:35 AM  
**To:** Manikis, Nic; Duggan, Frank  
**Cc:** Crane, Julie  
**Subject:** RE: WiRC new arrangements

Nic,

As discussed Child and Family Centres are happy to engage with the Office for Women to consider how we can support the current change of arrangements at WiRC.

Our three centres are staffed by professionals including social workers, psychologists, early childhood educators and maternal and child health nurses, and are designed to provide a range of support programs to assist parents and young children (pre-birth to 8 years).

As mentioned previously, of interest to WiRC might be the following:

- Relationships Australia have counsellors at each of the centres
- Women's Health have a presence at each centre (counsellors and nurse)
- Our Intake service operates at each centre 8.30 – 5.00 and will see people who drop in as well as taking phone enquiries
- There are a range of playgroups at each of the CFCs which largely target mothers – multicultural, children with a disability, parents with mental illness
- From early 2014 we will be expanding our Parents as Teachers program, a home visitation program for vulnerable new mums
- The CFCs are well connected in their local areas to health, education and community services and supports

I have previously sent you a program map for the centres, this will only change marginally as we confirm the programs for 2014.

In relation to your points below:

- (a) There is space for relevant publications, brochures posters at each of the centres
- (b) There is space at each centre for meeting and training sessions – this will just require booking in advance
- (c) As above
- (d) Most staff have training and experience in this area, however it would be good to discuss specific opportunities going forward
- (e) We would need to negotiate this, but it is a possibility

Let me know if you or your staff would like to meet to discuss detail and progress further.

Regards

Paul.

---

**From:** Manikis, Nic  
**Sent:** Thursday, 14 November 2013 11:00 AM  
**To:** Wyles, Paul; Duggan, Frank  
**Subject:** WiRC new arrangements

Paul/Frank

Following on from our meeting earlier this week, I would be grateful if you could send me through a list of the services or activities that your respective facilities (*Child and Family Centres* and *Gateway*) could offer women and also provide contact details of the people we need to contact to put discuss arrangements:

- (a) space for stands of relevant publications, brochures posters, etc;
- (b) use of meeting facilities for seminars and training;
- (c) synergies with existing services and programs conducted from these facilities;
- (d) opportunities for training existing staff to work with vulnerable people ( if this has not been undertaken recently);
- (e) free use of computers and internet for clients.

Please provide information as soon as you can.

cheers

Nic Manikis Director, Community Participation Group

Ph 620 50522 | Fax 620 75862 | **mob** 0423014455

Community Services Directorate | **ACT Government**

Level 4, 11 Moore St City | GPO Box 158 Canberra ACT 2601 | [nic.manikis@act.gov.au](mailto:nic.manikis@act.gov.au)



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**Manikis, Nic**

---

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

Jancye

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

Cheers

Nic

Sent from my iPad

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

Elizabeth CPSU just rang

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

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

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

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

Regards

Jancye Winter | Senior Manager | Operational Manager National Multicultural Festival

**Phone 02 62053153 |**

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

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

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

**Manikis, Nic**

---

**From:** Elizabeth Spence [Elizabeth.Spence@cpsu.org.au]  
**Sent:** Tuesday, 12 November 2013 5:37 PM  
**To:** Manikis, Nic  
**Subject:** RE: Tomorrow

Great

Thanks

---

**Elizabeth Spence** | Field Organiser | CPSU | ph 02 6220 9604 | m 0427 412 330 | f 02 6220 9690  
 website [www.cpsu.org.au](http://www.cpsu.org.au) | member service centre 1300 137 636

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**From:** Manikis, Nic [<mailto:NIC.MANIKIS@act.gov.au>]  
**Sent:** Tuesday, 12 November 2013 5:36 PM  
**To:** Elizabeth Spence; Winter, Jancye; Treacy, Joanna; Mannion, Maree  
**Cc:** Mbonzi, Jackie  
**Subject:** RE: Tomorrow

Elizabeth

I have asked Jackie to make these changes and Jo Treacy is included in this email.

Cheers

nic

---

**From:** Elizabeth Spence [<mailto:Elizabeth.Spence@cpsu.org.au>]  
**Sent:** Tuesday, 12 November 2013 5:24 PM  
**To:** Manikis, Nic; Winter, Jancye  
**Subject:** Tomorrow

Hi Nic and Jancye,

I have spoken with Fiona from OFW and Biljana at WIRC to update them about the meeting changes. Biljana asked for an invite for Friday to be sent. Could you please have one sent from Jackie?

Also, Jo Treacy from HR needs to know about these meetings but I am afraid that I do not have her contact details. If Jackie could reach her too, that would be great.

Thanks

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

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**Manikis, Nic**

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**From:** Winter, Jancye  
**Sent:** Tuesday, 12 November 2013 3:31 PM  
**To:** Manikis, Nic  
**Subject:** FW: WIRC & OFW - change to tomorrow's meeting  
  
**Importance:** High

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**From:** Elizabeth Spence [<mailto:Elizabeth.Spence@cpsu.org.au>]  
**Sent:** Tuesday, 12 November 2013 2:14 PM  
**To:** Winter, Jancye  
**Subject:** WIRC & OFW - change to tomorrow's meeting  
**Importance:** High

Hi Jancye,

I am the new Field Organiser for CPSU in CSD. I look forward to meeting with you soon.

I understand that WIRC are having a service redesign meeting with you tomorrow.  
Can you please call me to discuss a potential change?

I think it would be a good idea to include OFW and possibly move the meeting to Theo Notaras? Members have also asked if I can attend.

Would be good to talk about this soon

Thank you

**Elizabeth Spence** | Field Organiser | CPSU | ph 02 6220 9604 | m 0427 412 330 | f 02 6220 9690  
website [www.cpsu.org.au](http://www.cpsu.org.au) | member service centre 1300 137 636

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**Manikis, Nic**

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**From:** Webster, Fiona [Fiona.Webster] 41  
**Sent:** Thursday, 7 November 2013 4:50 PM  
**To:** Manikis, Nic  
**Cc:** Chapman, Sue  
**Subject:** FW: Re : the closure of WIRC [SEC=UNCLASSIFIED]

Nic/Sue  
 fyi

Fiona Webster  
 P: 41

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

**From:** Webster, Fiona  
**Sent:** Thursday, 7 November 2013 2:36 PM  
**To:** 41  
**Subject:** RE: Re : the closure of WIRC [SEC=UNCLASSIFIED]

Thanks for your message 41

The Chief Minister, Minister for Women, and the Community Services Directorate have emphasised publicly that WIRC's services and programs will continue to be delivered, but the WIRC office on London Circuit is closing. The services and programs will continue in different settings around the regions and there will be a central hub administered by the Office for Women located at the Theo Notaras Multicultural Centre anchoring the regional effort. I understand there is a genuine saving in this exercise in so far as the lease on the property on London Circuit is worth something in the order of \$80,000 per annum. There may be other savings to be made through a new model of delivery, but these have not been quantified at this stage, as far as I know.

I have raised and will raise your concerns again about a review process. My understanding is that the current process of consultation includes consideration of the profile of existing WIRC users and related service providers, the value of services provided and how they should best and most effectively continue to be delivered.

I would be grateful if you could outline in more detail the concerns you raise in relation to community safety and potential impacts in relation to non-custodial sentencing arrangements, so these can be fed into the process and given a proper hearing. You could either send this information to me, and I will send it on through our MACW representative, or I can send it directly to the executive leading the consultation process.

The intention is very much that the Government work together with the community and the community sector to establish what is the best way forward in terms of delivering WIRC services - to that end, I would really encourage you to work with them to ensure the services you think need to continue are considered and evaluated properly.

Kind regards  
 Fiona

Dr Fiona Webster

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

**From:** 41.

Sent: Wednesday, 6 November 2013 3:19 PM  
To: Webster, Fiona  
Subject: Re : the closure of WIRC

Dear Ms Webster

You may recall we spoke in late October regards the proposed closure of WIRC. I am writing to see if there has been any progress in relation to the concerns I raised with you about the closure.

~~The primary concern is that there is no independent evidence substantiating the Minister's claim that closing the Centre will represent a genuine saving. There are a range of consequences that will occur including implications for community safety and potential impacts in relation to non-custodial sentencing arrangements which may lead to greater imprisonment of women in the ACT.~~

Could you please advise what attention is being paid to these and other issues regarding the proposed closure.

Thank you

Kind Regards

41

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**Manikis, Nic**

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**From:** Webster, Fiona [Fiona.Webster@  
**Sent:** Wednesday, 6 November 2013 4:02 PM  
**To:** Manikis, Nic  
**Cc:** Chapman, Sue; WCHM Executive Director  
**Subject:** RE: Re : the closure of WIRC [SEC=UNCLASSIFIED]

Thank you Nic

I will respond to 41 accordingly.  
Kind regards  
Fiona

Fiona Webster  
P: 02 41

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

**From:** Manikis, Nic [mailto:NIC.MANIKIS@act.gov.au]  
**Sent:** Wednesday, 6 November 2013 3:57 PM  
**To:** Webster, Fiona  
**Cc:** Chapman, Sue; WCHM Executive Director  
**Subject:** RE: Re : the closure of WIRC [SEC=UNCLASSIFIED]

Thank you Fiona.

The simple advice I have been providing to all enquirers around this issue is that what is in process is not the closure of WIRC services and programs - these services and programs will all continue.....but in fact what is closing is the WIRC office on London Circuit.

I emphasise that the services and programs will continue in different settings around the regions and there will be a central hub administered by the Office for Women located at the Theo Notaras Multicultural Centre anchoring the regional effort. The extent to which services and programs are enhanced in this process will depend on the suggestions and ideas that are received from relevant service providers and others about how to make improvements. I have received a few great suggestions to date and will be seeking more over the next few weeks.

Your commentary is consistent with the reality of what is happening and from what I can gather we are in tune as far as the right messages are concerned.

I thank you for your support with this process.

Cheers

Nic

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

**From:** Webster, Fiona [mailto:Fiona.Webster@  
**Sent:** Wednesday, 6 November 2013 3:42 PM

41.

To: Manikis, Nic  
 Cc: Chapman, Sue; Marcia Williams (ed@wchm.org.au)  
 Subject: FW: Re : the closure of WIRC [SEC=UNCLASSIFIED]

Hi Nic

FYI, I received a phone call from 41 in late October regarding the WIRC (I discussed the call with Sue Chapman at the time). 41 as just sent me a follow up email, below.

~~I understand 41 has undertaken some work for WIRC in the past, and she has played an active role in some of the social media campaigns around the announcement that the WIRC shopfront would close.~~

I explained to her over the phone (in late October) that while the decision had been made to close the existing shopfront, there was no decision at this stage to close the range of services that WIRC provides. There would, in short, be a process for review of the current services and consideration of a new model of delivery, etc etc.

41 persisted in talking about the announcement as a closure of everything related to WIRC, as is evidenced by her email below, despite many attempts by me to explain otherwise. She was also clearly frustrated that no independent review had been undertaken of the WIRC before the announcement was made - I note that her strong views have been replicated in other

41

I would welcome your advice on how you are dealing with these kinds of inquiries, in terms of what you are publicly saying around the process from here - I would prefer to be offering consistent advice regarding the Government's intentions.

Kind regards  
 Fiona

Dr Fiona Webster  
 Chair  
 Ministerial Advisory Council on Women  
 P: 02 41

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

From: 41  
 Sent: Wednesday, 6 November 2013 3:19 PM  
 To: Webster, Fiona  
 Subject: Re : the closure of WIRC

Dear Ms Webster

You may recall we spoke in late October regards the proposed closure of WIRC. I am writing to see if there has been any progress in relation to the concerns I raised with you about the closure.

The primary concern is that there is no independent evidence substantiating the Minister's claim that closing the Centre will represent a genuine saving. There are a range of consequences that will occur including implications for community safety and potential impacts in relation to non-custodial sentencing arrangements which may lead to greater imprisonment of women in the ACT.

Could you please advise what attention is being paid to these and other issues regarding the proposed closure.

Thank you

Kind Regards

41

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**Manikis, Nic**

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**From:** Manikis, Nic  
**Sent:** Tuesday, 5 November 2013 8:01 PM  
**To:** Callen, Michelle  
**Cc:** Chapman, Sue  
**Subject:** Re: WiRC information: estimates preparation

---

Michelle

I will get onto this Wednesday morning and will liaise with FAB.

I have recently provided ministers office with breakdown budget for WiRC for 2013-14....I will get other info in morning.

Cheers

Nic

Sent from my iPad

On 5 Nov 2013, at 6:36 pm, "Callen, Michelle" <[Michelle.Callen@act.gov.au](mailto:Michelle.Callen@act.gov.au)> wrote:

Hello Nic

Following Minister Burch's meeting today Sue has asked for the following WiRC information:

What was the 2013/14 budget for WiRC –12 month period

What is the 2014/15 budget for WiRC - 12 month period

What is the saving/difference?

Please breakdown salaries/services/administration for both years, and include line item for rent.

Can you also provide advice on how CSD will support woman that come to WiRC to access DV support services after court matters. I think this issue was raised in an email from Marcia?

Can you also seek advice on what women's support services will be available in Tuggeranong and Gungahlin once the WiRC model changes. This needs to consider the allegation that the ACT Government is reducing its commitment to gender based services.

Please let me know if you need help to coordinated /pull this information together, 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](http://www.act.gov.au)

**Manikis, Nic**

---

**From:** Manikis, Nic  
**Sent:** Tuesday, 29 October 2013 8:53 PM  
**To:** Chapman, Sue  
**Subject:** Re: wirc\_letter\_28\_10\_13

Sue

---

I will have another go at the letter first thing in the morning and make a time to discuss tomorrow. Had a good discussion with union today and will be meeting WIRC staff tomorrow to talk future service model.

Nic

Sent from my iPad

On 29 Oct 2013, at 8:31 pm, "Chapman, Sue" <[Sue.Chapman@act.gov.au](mailto:Sue.Chapman@act.gov.au)> wrote:

Nic

It's ok although I don't think it is clear enough around the programs eg will all continue, will we review to make sure that they are appropriate and whether we might change some things to redistribute funds to areas of greater need or relevance. Also I thought we were going to put a bit more into the sector from our savings?

Sue

On 29/10/2013, at 4:40 PM, "Manikis, Nic" <[NIC.MANIKIS@act.gov.au](mailto:NIC.MANIKIS@act.gov.au)> wrote:

Sue

For your consideration. A covering brief to follow.

nic

<wirc\_letter\_28\_10\_13.doc>

69 a)



**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 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 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. 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.

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

**Manikis, Nic**

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**From:** Manikis, Nic  
**Sent:** Monday, 28 October 2013 7:54 PM  
**To:** Chapman, Sue  
**Subject:** Re: Wirc

Sue

---

Will refine the options matrix I did for you last week.

Nic

Sent from my iPad

On 28 Oct 2013, at 6:32 pm, "Chapman, Sue" <[Sue.Chapman@act.gov.au](mailto:Sue.Chapman@act.gov.au)> wrote:

FYI

Begin forwarded message:

**From:** "Howson, Natalie" <[Natalie.Howson@act.gov.au](mailto:Natalie.Howson@act.gov.au)>  
**Date:** 28 October 2013 4:53:29 PM AEDT  
**To:** "Chapman, Sue" <[Sue.Chapman@act.gov.au](mailto:Sue.Chapman@act.gov.au)>  
**Subject:** Wirc

In discussion with Minsiter today it occurred to me that a table which describes each element of the current service offer and our intention regarding whether it will be retained and the methodology for its transformation into a new delivery setting would be helpful?

Is it possible to pull this together ? eg Internet access – retained – managed by Office for Participation ; telephone information service - retained and manned by Office for Participation, inform enhancements to internet site and additional scripts to Canberra Connect , shift service to single human service gateway.

**Natalie Howson | Director-General |**

P 02 6205 5335 | E [Natalie.howson@act.gov.au](mailto:Natalie.howson@act.gov.au)

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**Manikis, Nic**

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**From:** Elizabeth Spence [Elizabeth.Spence@cpsu.org.au]  
**Sent:** Monday, 28 October 2013 10:21 AM  
**To:** Manikis, Nic; Mannion, Maree  
**Subject:** Rescheduling meeting

**Importance:** High

---

Dear Nic & Maree,

I am the new CPSU field organiser taking over responsibility for the Health Directorate and Community Services Directorate.

I was due to meet with you both on Friday to discuss staffing at the WIRC.

I understand that you have previously been in contact with Bill Irvine.

Bill and I would like to reschedule this meeting as soon as possible.

Please contact me via email or on my work or mobile number (see below) to arrange a new time.

Regards

---

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

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

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**Manikis, Nic**

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**From:** Manikis, Nic  
**Sent:** Sunday, 27 October 2013 9:19 PM  
**To:** Chapman, Sue  
**Cc:** Manikis, Nic  
**Subject:** Fwd: Follow up on WIRC meeting

Sue

I will have the one pager completed with time frames and practical tasks involved in the decentralisation of the WIRC services tomorrow.

I will prepare a draft response for Susan for us to discuss by mid week.

Susan's requests would involve detailed work over a longer timeframe as opposed to the straightforward tasks of closing down the existing WIRC office, of relocating services and redeploying staff.

Nic

Sent from my iPad

Begin forwarded message:

**From:** Susan Helyar <[susan.helyar@actcoss.org.au](mailto:susan.helyar@actcoss.org.au)>  
**Date:** 27 October 2013 9:03:30 pm AEDT  
**To:** Nic Manikis <[nic.manikis@act.gov.au](mailto:nic.manikis@act.gov.au)>  
**Cc:** Marcia Williams <[ed@wchm.org.au](mailto:ed@wchm.org.au)>, <[sue.chapman@act.gov.au](mailto:sue.chapman@act.gov.au)>  
**Subject:** Follow up on WIRC meeting

Hi Nik

Thanks for your openness to feedback and suggestions at the meeting convened to discuss the closure of WIRCs premises, the reallocation of roles to other services and the redeployment of staff.

I am receiving several approaches from people in the community who want to contribute to review and future planning for WIRC, who were not part of the meeting on Friday. Do you have a strategy to engage the broader constituency of WIRC in your consultation process?

Some of the issues being raised with me are:

- What is the time frame for this process?
- Which groups are currently being included in these conversations?
- How could one join and contribute to this forum? That is, I know that there are a number of professional groups and independent professionals that refer to and receive referrals from WIRC, and that would be keen to take part in this process.
- What data is used to test the 'validity' of the service? I think that in an ideal world, a body, independent of the government, would be in charge of the collection, analysis and reporting of this data.
- how will the over-representation of CALD women in the service be sustained?
- has a cost benefit analysis been completed and will it be made available to others to scrutinize?

Also, would be good to get some clear messages out this week regarding what the changes

actually are - the ones you know now (premises closing, staff numbers being redeployed), the timeframe for next round of decisions and process for consultation or data analysis to inform those decisions, and the decisions that can wait until broader contextual factors can be taken into account and more detailed consultation and data analysis can be completed.

I am very keen to ensure any decisions to reduce duplication and enhance locational accessibility of the service are taken as part of a holistic review of:

- information platforms, their roles and opportunities to consolidate
- sites and settings for individual and group programs
- better targeting government funded services to attend to the needs of people most at risk of disadvantage and vulnerability, with a focus on a early intervention that can prevent escalation to tertiary or statutory services
- clarifying needs for face to face versus web or phone based interventions
- consolidation of services at regional level

I look forward to your advice on these matters and the timetable for working through these important issues

Kind Regards, Susan

--

Susan Helyar

Director | ACT Council of Social Service Inc. (ACTCOSS)

Justice + Equity + Social Inclusion + Reconciliation

Ph: 02 6202 7200 or 0448 791987 | [susan.helyar@actcoss.org.au](mailto:susan.helyar@actcoss.org.au)

PO Box 849, Mawson ACT 2607 | Weston Community Hub, 1/6 Gritten Street, Weston ACT 2611

[www.actcoss.org.au](http://www.actcoss.org.au) | Office ph: 02 6202 7200 | Fax: 02 6281 4192

The ACT Council of Social Service Inc. (ACTCOSS) is the peak representative body for people living with disadvantage and not-for-profit community organisations in the Australian Capital Territory.

ACTCOSS is committed to reconciliation, acknowledges the traditional custodians of the land and pays respect to elders past and present.

**Manikis, Nic**

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**From:** Manikis, Nic  
**Sent:** Thursday, 24 October 2013 6:24 PM  
**To:** Beaton, Richard  
**Subject:** Fwd: CM Talkback Follow up from Friday 18 October 2013  
**Attachments:** CM Talkback Follow up.docx; ATT00001.htm

---

Richard  
 I have already provided this  
 Can we discuss  
 Nic

Sent from my iPad

Begin forwarded message:

**From:** "Martinez, Catherine" <Catherine.Martinez@act.gov.au>  
**Date:** 24 October 2013 5:26:03 pm AEDT  
**To:** "Beaton, Richard" <Richard.Beaton@act.gov.au>  
**Cc:** "Manikis, Nic" <NIC.MANIKIS@act.gov.au>  
**Subject:** FW: CM Talkback Follow up from Friday 18 October 2013

Hi Richard

Can you please provide response to the CM Talkback follow up.

Regards

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

---

**From:** Martinez, Catherine  
**Sent:** Tuesday, 22 October 2013 9:34 AM  
**To:** Beaton, Richard  
**Cc:** Manikis, Nic; Chester, Tracy; Burns, Felicity  
**Subject:** FW: CM Talkback Follow up from Friday 18 October 2013  
**Importance:** High

Good morning Richard

Please find attached CM Talkback follow up for OFW.

Can you please advise outcome on the attached by COB Thursday 24 October 2013.

Regards

Catherine Martinez | Assembly and Cabinet Liaison Officer  
**Phone 02 6205 0750** | Fax 02 6205 0343

**Organisational Governance** | Community Services Directorate | **ACT Government**  
Level 4, 11 Moore Street, Canberra City | GPO Box 158, Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

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**From:** Bottcher, Ian  
**Sent:** Monday, 21 October 2013 4:29 PM  
**To:** Martinez, Catherine  
**Cc:** Beer, Kylie  
**Subject:** FW: CM Talkback Follow up from Friday 18 October 2013

Catherine

One for CSD - thanks

Ian Bottcher | Directorate Liaison Officer

**Office of Minister Shane Rattenbury MLA** | Minister for Territory and Municipal Services | Minister for Corrections | Minister for Housing | Minister for Aboriginal and Torres Strait Islander affairs | Minister for Ageing | Phone: (02) 6205 0430 | Fax: (02) 6205 0007 | E-mail: [ian.bottcher@act.gov.au](mailto:ian.bottcher@act.gov.au)

---

**From:** Darville, Pam  
**Sent:** Monday, 21 October 2013 4:17 PM  
**To:** Dal Molin, Vanessa (Health); Maher, Ellis; Pullen, Victoria; Guest, Clare; Ng, Daniel; CPLO (AFP); Laurent, Kristen; Orubuloye, Chris; Beer, Kylie; Bottcher, Ian; Bourne, Sarah; Mossop, Leonie; Anderson, Erin  
**Subject:** CM Talkback Follow up from Friday 18 October 2013

Hi all

See attached Chief Ministers Talkback Follow-up from last Friday ABC Radio..sorry its late !

Let me know if I have identified the wrong directorate. Happy to be corrected.

Please provide your follow up by COB Monday 28 October 2013.

Thanks Pam

**Pam Darville** | Directorate Liaison Officer  
Phone: +61 2 6205 3029 | Email: [pam.darville@act.gov.au](mailto:pam.darville@act.gov.au)  
Chief Minister and Treasury Directorate | ACT Government  
ACT Legislative Assembly | London Circuit CANBERRA CITY | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

## For Follow up from 18 October 2013

### Important information to note when responding to talkback caller inquiries:

- initial contact (a phone call) should be made the day of talkback to let the caller know that work is being undertaken to investigate their call.
- Further contact should be made before the next talkback (preferably not the day before) to advise outcome or progress;
- The CMD DLO needs to be provided with feedback on action taken by the Wednesday COB deadline of the week of talkback (ie same day that briefs are due)

### Calls received on air

N

## SMS/TEXT

|           |                                                                                                                                                                                                                                                                 |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Phone: 41 | <b>Directorate: CSD</b><br>Issue: WIRC – please clarify, will the services be staffed by the same and or specialist trained staff, or are you proposing, for example for phone calls to be answered by Canberra Connect ?<br>Action: Contact caller<br>OUTCOME: |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**Manikis, Nic**

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**From:** Webster, Fiona [Fiona.Webster 41]  
**Sent:** Wednesday, 23 October 2013 11:55 AM  
**To:** Manikis, Nic  
**Subject:** RE: Women's Information Referral Service - meetings [SEC=UNCLASSIFIED]

Thank you for your message Nic.

Unfortunately the two representatives from MACW who attended last week's meeting did not receive the information you mention having sent – Marcia Williams and Carol Benda. I understand both of them will try to be there this Friday, and look forward to receiving those papers, along with an agenda for the meeting.

I do think it would be best to consider at an early stage the scope of consultation to ensure all parties are on board from the very beginning. The Minister was apologetic about the communication around the process, which has been "less than ideal", and improving that communication will be key to achieving a positive outcome.

Given the Minister's commitment to follow through on the decision with appropriate consultation around the way forward, I think people will also expect that the timeframe and process are matters that have already been given some thought by the senior executive.

---

Kind regards  
 Fiona

**Fiona Webster**  
 P. 41

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**From:** Manikis, Nic [mailto:NIC.MANIKIS@act.gov.au]  
**Sent:** Tuesday, 22 October 2013 4:54 PM  
**To:** Webster, Fiona  
**Subject:** RE: Women's Information Referral Service - meetings [SEC=UNCLASSIFIED]

Dear Fiona

Thank you for your note below.

The meeting held last week was an informal one to discuss a possible process for consultation. While quite a few representatives from relevant organisations were able to attend several others could not attend last Friday but have indicated they will attend this coming Friday. ACTCOSS representative has been invited to the meeting this Friday. I did ask those present if there were others that should be invited and several additional names were added to the list. I am sure there will others that come to mind as we progress.

At the meeting last Friday it was acknowledged that consideration should be given to marking the WiRC's 35 years of service both for staff and women who have used the service over the 35 years. I look forward to further discussion around this on Friday.

There will be an agenda developed for the meeting on Friday including discussion about process and timeframes.

We have sent some information about WiRC to all those people who attended last week's meeting and will also put together as much information about the WiRC clients as we possibly can before the meeting this Friday.

Cheers  
nic

---

**From:** Webster, Fiona [mailto:Fiona.Webster@actco.gov.au] 41  
**Sent:** Tuesday, 22 October 2013 3:32 PM  
**To:** Manikis, Nic  
**Subject:** Women's Information Referral Service - meetings [SEC=UNCLASSIFIED]

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Dear Nic

I have just sent this message to your EA as she had sent out the invitation to the meeting on Friday, but it is copied here fyi.

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

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

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

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

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

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

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

Kind regards

**Dr Fiona Webster**  
**Chair**  
**Ministerial Advisory Council on Women**

**Manikis, Nic**

---

**From:** Webster, Fiona [Fiona.Webster] 41  
**Sent:** Tuesday, 22 October 2013 3:32 PM  
**To:** Manikis, Nic  
**Subject:** Women's Information Referral Service - meetings [SEC=UNCLASSIFIED]

Dear Nic

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Kind regards

**Dr Fiona Webster**  
**Chair**  
**Ministerial Advisory Council on Women**

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IMPORTANT: This message, and any attachments to it, contains information that is confidential and may also be the subject of legal professional or

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**Manikis, Nic**

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**From:** Aguilera, Alicia  
**Sent:** Friday, 18 October 2013 1:57 PM  
**To:** Manikis, Nic; Matthews, David  
**Cc:** Caldwell, Anna; Daw, Lesley  
**Subject:** WiRC talking points  
**Attachments:** WiRC changes 18.10.13.doc

**Importance:** High

Amended talking points for clearance please.

Alicia Aguilera | Senior Media & Communications Officer

**T: 02 6207 6275 | F: 02 6205 0279**

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

Level 8, 11 Moore St, Canberra City | GPO Box 158 Canberra City 2601 | [www.communityservices.act.gov.au](http://www.communityservices.act.gov.au)



@CSD-ACT



Community Services Directorate



**ACT**  
Government

Community Services

## Talking points - WiRC

- There is an emerging need to change the WiRC model that has been in place since the establishment of the centre 35 years ago. We need to ensure that women have support they need when and where they need it.
- This change is about reducing duplication in services while providing better outreach so that women have better access to our programs and services.
- This will be achieved in part by moving from a model where WiRC and its programs were based in one location to one where these services are based in the community.
- The suite of offerings we have in this area remains strong and there effectiveness will be enhanced through the increased outreach under the new model. This is being achieved while remaining true to the ACT Government's aim of fiscal responsibility.
- ~~Across ACT government we have to look at all the services we provide. We've got severe constraints on our budget and we are reviewing absolutely every part of government.~~
- It is about re-evaluating what we are currently doing, is it meeting the needs of the community, can we do it more effectively, can we do it cheaper and can we tailor it.
- These changes will also see savings in administrative costs and a portion of these savings will be reinvested into the community sector to ensure that crucial services are provided in the most effective way.
- Online services means that women are sourcing information in other ways (either as a self service or through assistance services such as libraries, Canberra Connect, Citizen's Advice).
- The process of moving to the new approach will involve consultations with staff affected by this change.
- The broader Office for Women will remain and continue to deliver strategic advice.

## What are the current services offered by WiRC?

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

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

**How many clients use these services?**

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

**How many contacts or occasions of service are there?**

- In 2012 2013, total WIRC contacts were 12,375 – mostly by phone or on-line.

| Type of Contacts                                               | Number of Contacts |
|----------------------------------------------------------------|--------------------|
| Telephone                                                      | 5,693              |
| Emails received                                                | 3,065              |
| Drop-in visits                                                 | 1,698              |
| Attendees for courses, support groups and information sessions | 729                |
| Face to face scheduled appointments                            | 398                |
| Accessing the internet and library use                         | 380                |
| Faxes and postings                                             | 412                |
| <b>Total number of Contacts</b>                                | <b>12,375</b>      |

**When will improvement measures be implemented?**

- Improvement measures will be implemented in late November 2013.

**What will improved services look like?**

- Through an outreach approach, improved information services will be more accessible to a wider range of vulnerable women across Canberra. Women will be able to gain access to information services from a range of locations.
- Information and referral services will be available from government and community organisations located across Canberra, including in the Child and Family Centres, First Point/Gateway Services and Multicultural Women's Advocacy Inc.
- The intention is that all the services will continue, and exactly how they will be delivered into the future remains subject to consultation with staff and the sector before a final service model is settled.

**Any impact on staffing?**

- Yes. Five current staff (sharing 3.45FTEs) will be redeployed in vacant positions across the Community Services Directorate.
- The unions have been involved in this process and have been in consultation with staff.

**What is the Community Participation Group?**

- The Community Participation Group comprising 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.

**Manikis, Nic**

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**From:** Violante, Victor  
**Sent:** Thursday, 17 October 2013 5:18 PM  
**To:** Cirson, Adina; Burch, Joy  
**Cc:** Bennett, Erin; Manikis, Nic; Chapman, Sue; Howson, Natalie; Dutt, Kanchan  
**Subject:** Media issues - WiRC follow-up

CT doing a follow-up on WiRC.

They've spoken to women's groups, some of whom support the Govt's decision.

Unfortunately, in last night's response I provided some incomplete info around usage of the centre.

I provided: "CSD figures show that in 2012-13 more than 70% of interaction with staff at the WiRC were via telephone or email. Some 398 of these interactions were face-to-face visits and our aim is to increase these by moving our services into an increased range of areas."

However, the 398 referred only to scheduled visits, as opposed to drop-in visits and other physical interactions, so the visitation rate is in fact higher (though the 70 per cent figure is still accurate). The correct info is:

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.

Journalist accepted that this was an honest mistake on my part, and not helped by the 6pm media enquiry and refusal to wait till tomorrow for a response.

I also provided the following answers to questions:  
 What does it currently cost to run the WiRC:

The cost of the lease per year is \$76,000.

The salary cost for the five staff (3.45FTE) is about \$325,000 per year.

The current services provided by WiRC include:

- Women's Return to Work Grants (these will continue to be administered by the ACT Office for Women);
- Lending Library;
- Free computer and internet access services;
- Personal development courses for women;
- Support groups; and
- *Whats On for Women* publication and online resources.

The intention is that all these services will continue. How they will be delivered into the future remains subject to consultation with staff and the sector before a final service model is settled.

Victor Violante

Chief of Staff

Adviser on Gaming and Racing, Arts, Multicultural Affairs

Office of Joy Burch, MLA

*Minister for Education and Training*

*Minister for Children and Young People, Disability*

*Minister for Arts*

*Minister for Gaming and Racing*

*Minister for Multicultural Affairs*

*Minister for Women*

*Member for Brindabella*

**T. 02 6205 0145**

**M. 0421 846 201**

**E. [victor.violante@act.gov.au](mailto:victor.violante@act.gov.au)**

**Manikis, Nic**

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**From:** Violante, Victor  
**Sent:** Thursday, 17 October 2013 3:28 PM  
**To:** Beer, Kylie  
**Cc:** Bennett, Erin; Dutt, Kanchan; Chapman, Sue; Manikis, Nic  
**Subject:** WiRC response

FYI, I've provided the CT with the following response:

Questions:

What does it currently cost to run the WiRC:

The cost of the lease per year is \$76,000.

The salary cost for the five staff (3.45FTE) is about \$325,000 per year.

The current services provided by WiRC include:

- Women's Return to Work Grants (these will continue to be administered by the ACT Office for Women);
- ~~Lending Library;~~
- ~~Free computer and internet access services;~~
- Personal development courses for women;
- Support groups; and
- *Whats On for Women* publication and online resources.

The intention is that all these services will continue. How they will be delivered into the future remains subject to consultation with staff and the sector before a final service model is settled.

**Manikis, Nic**

---

**From:** Hubbard, Ian  
**Sent:** Thursday, 17 October 2013 3:22 PM  
**To:** Manikis, Nic  
**Subject:** RE: WIRC follow-up media enquiry

Nic

I presume you're aware that the numbers are Cabinet in Confidence as they were part of last budget's cabinet submission on savings.

Regards

IAN HUBBARD | SENIOR DIRECTOR | FINANCE & BUDGET  
 COMMUNITY SERVICES DIRECTORATE

PH: 6205 0688 | FAX: 6207 2048

---

**From:** Manikis, Nic  
**Sent:** Thursday, 17 October 2013 2:05 PM  
**To:** Violante, Victor  
**Cc:** Beaton, Richard; Bennett, Erin; Dutt, Kanchan; Chapman, Sue; Hubbard, Ian; Polkinghorne, Peter  
**Subject:** FW: WIRC follow-up media enquiry

Victor

As requested further clarification.

The full cost for the lease per year is \$0.076m. By 31 January 2014 we would have spent \$0.048m on rent. If we terminate the lease when it expires on 31 January 2014 then between 1 February 2014 and 30 June 2014 we would have saved \$0.028m (without relocation costs etc).

If we continue to pay salaries for the five existing staff for the full 12 months (2013-14) it would cost in the order of \$0.325m. The salaries cost of the five existing staff (including on-costs) for the year is \$0.325m and we have been provided with a salaries allocation of \$0.161m – that allocation will have been expended for the total five staff by the end of the 2013.

For 2014-15 (and into the out years) we are provided with nil salary dollars for WIRC.

Cheers

nic

---

**From:** Manikis, Nic  
**Sent:** Thursday, 17 October 2013 1:49 PM  
**To:** Violante, Victor; Beer, Kylie  
**Cc:** Bennett, Erin; Dutt, Kanchan; Chapman, Sue; Hubbard, Ian; Polkinghorne, Peter; Beaton, Richard  
**Subject:** RE: WIRC follow-up media enquiry

Victor

The answers to your questions are as follows:

(a) How much is the Government saving through this:

- in 2013-14 .....\$0.164m (3 FTE salaries savings for remaining six months of this financial year) + \$0.028m (remainder of the office lease Feb-Jun 2014 saving);
- following these savings and not taking into account expenditure so far this financial year, we have remaining \$0.104m in the WiRC budget for 2013-14 (of which approximately \$0.022m has been committed for training courses arranged for the remainder of the financial year.

(b) The current services provided by WiRC include:

- Womens Return to Work Grants;
- Lending Library;
- Free computer and internet access services;
- Personal development courses for women;
- Support groups; and
- ~~Whats On for Women publication and online resources.~~

The intention is that all these services will continue. How they will be delivered into the future remains subject to consultation with staff and the sector before a final service model is settled.

Cheers

nic.

---

**From:** Violante, Victor  
**Sent:** Thursday, 17 October 2013 11:52 AM  
**To:** Beer, Kylie  
**Cc:** Bennett, Erin; Dutt, Kanchan; Chapman, Sue; Manikis, Nic  
**Subject:** WiRC follow-up media enquiry

Two questions:

How much is the Govt saving through this – breakdown as staff and lease please. (We have some info on this but it's a bit unclear).

What services are currently provided by the WiRC that the Govt funds, and will they continue?

Need answers by 2pm today please.

Victor Violante

Chief of Staff

**Adviser on Gaming and Racing, Arts, Multicultural Affairs**

Office of Joy Burch, MLA

*Minister for Education and Training*

*Minister for Children and Young People, Disability*

*Minister for Arts*

*Minister for Gaming and Racing*

*Minister for Multicultural Affairs*

*Minister for Women*

*Member for Brindabella*

**T. 02 6205 0145**

**M. 0421 846 201**

**E. [victor.violante@act.gov.au](mailto:victor.violante@act.gov.au)**

40

**Manikis, Nic**

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**From:** Winter, Jancye  
**Sent:** Thursday, 17 October 2013 1:45 PM  
**To:** Manikis, Nic  
**Subject:** FW: Closure of ACT Women's Information and Referral Centre

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**From:** Fieldhouse, Anna  
**Sent:** Thursday, 17 October 2013 1:39 PM  
**To:** Winter, Jancye  
**Subject:** FW: Closure of ACT Women's Information and Referral Centre

FYI - has gone out to a wide group of women's networks. Marian is a key feminist academic.

A

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**From:** owner-ausfem-polnet@postoffice.utas.edu.au [mailto:owner-ausfem-polnet@postoffice.utas.edu.au] On Behalf Of ~~Ch~~  
**Sent:** Thursday, 17 October 2013 11:46 AM  
**To:** ausfem-polnet@postoffice.utas.edu.au; WEL members; we the women; f collective announcements  
**Cc:** womenforwik; social justice  
**Subject:** ausfem-polnet Closure of ACT Women's Information and Referral Centre

Hi everyone,

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

<http://m.canberratimes.com.au/act-news/womens-resource-centre-to-close-20131016-2vn84.html>

This centre has operated since 1978 and has supported countless women to overcome problems and barriers in their lives. It has contributed to many positive changes in policy and culture for women. We need to oppose the move to abolish it.

Like the other women's information centres it has always had a feminist philosophy of listening to women rather than trying to immediately pigeonhole our issues in terms of the prevailing medical and community services.

As ~~Ch~~ has said, it's not just the loss of a focal point for women's services but also the loss of the goal that has been there since 1978 to model the democratic provision of services.

Minister Burch (or rather her spokesman) claims that WIRC's functions will be incorporated in other services and agencies, and that this will somehow lead to better access. Yet all evidence on the closure of women-specific

services and policy agencies shows that this kind of "mainstreaming" actually dilutes and erodes the capacity for positive change for women.

I'll be writing emails and letters, calling etc. But I would love it if we could do something more, together, to stop the closure of WIRC.

Thanks,

- *W*

**Manikis, Nic**

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**From:** Violante, Victor  
**Sent:** Thursday, 17 October 2013 11:52 AM  
**To:** Beer, Kylie  
**Cc:** Bennett, Erin; Dutt, Kanchan; Chapman, Sue; Manikis, Nic  
**Subject:** WiRC follow-up media enquiry

Two questions:

How much is the Govt saving through this – breakdown as staff and lease please. (We have some info on this but it's a bit unclear).

What services are currently provided by the WiRC that the Govt funds, and will they continue?

Need answers by 2pm today please.

Victor Violante

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**Chief of Staff**

**Adviser on Gaming and Racing, Arts, Multicultural Affairs**

Office of Joy Burch, MLA

*Minister for Education and Training*

*Minister for Children and Young People, Disability*

*Minister for Arts*

*Minister for Gaming and Racing*

*Minister for Multicultural Affairs*

*Minister for Women*

*Member for Brindabella*

**T. 02 6205 0145**

**M. 0421 846 201**

**E. [victor.violante@act.gov.au](mailto:victor.violante@act.gov.au)**

**Manikis, Nic**

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**From:** Winter, Jancye  
**Sent:** Thursday, 17 October 2013 11:01 AM  
**To:** Manikis, Nic  
**Subject:** FW: community organisations re WIRC

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**From:** Baker, Fiona  
**Sent:** Thursday, 17 October 2013 10:55 AM  
**To:** Winter, Jancye; Manikis, Nic  
**Subject:** community organisations re WIRC

Jancye as requested

Please find suggested community organisations and contact details relevant to Women's Information and Referral Centre:

- Women's Centre for Health Matters  
**Marcia Williams, Executive Director**  
 6290 2166 (W) 0421 030 396 (M)
- Women's Legal Service  
**Carol Benda,**  
 6257 4377 (w) 0404 801 810 (M)
- YWCA of Canberra  
**Frances Crimmins, Executive Director**  
 6175 9900
- Domestic Violence Crisis Service  
**Mirjana Wilson, Executive Director**  
 6280 5111 0400 307 062
- Canberra Rape Crisis Centre  
**Chrystina Stanford, Executive Director**  
 0412548441 (M)
- Innana Inc  
**Winsome Willow, CEO**  
 6173 3444 (W) 0412 731 811 (M)
- Multicultural Women's Advocacy  
**Sela Taufu, President**  
 6230 4632 (W) 0422 053 367 (M)

Fiona Baker | Senior Policy Officer

Phone 02 6207 2552 | Fax 02 6207 0592 | Email [fiona.baker@act.gov.au](mailto:fiona.baker@act.gov.au)

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

Level 4, 11 Moore Street, Canberra ACT 2601

**Manikis, Nic**

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**From:** Violante, Victor  
**Sent:** Wednesday, 16 October 2013 6:35 PM  
**To:** Manikis, Nic; Winter, Jancye  
**Subject:** Fwd: Info/response  
**Attachments:** image001.gif

Victor Violante  
 Adviser to Joy Burch MLA  
 0421 846 201  
 Sent from my iPhone

Begin forwarded message:

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**From:** Fleta Page <[fleta.page@fairfaxmedia.com.au](mailto:fleta.page@fairfaxmedia.com.au)>  
**Date:** 16 October 2013 6:31:29 PM AEDT  
**To:** "Violante, Victor" <[Victor.Violante@act.gov.au](mailto:Victor.Violante@act.gov.au)>  
**Subject:** Re: Info/response

---

Hi Victor,

Can you say whether or not the support groups (the website lists domestic violence and separation support groups) - and other social facilitators like the information sessions and Thinking Thursday lunchtime sessions will continue in the new model?

They strike me as the more likely to be dependent on a central location.

Cheers,  
 Fleta

Fleta Page

Journalist | The Canberra Times  
 02 6280 2249 or 0404 835 885  
 Twitter: @FletaTheTweeter  
[fleta.page@fairfaxmedia.com.au](mailto:fleta.page@fairfaxmedia.com.au)



On 16 October 2013 18:18, Violante, Victor <[Victor.Violante@act.gov.au](mailto:Victor.Violante@act.gov.au)> wrote:



- There is a need to change the WiRC, which has been in place since the establishment of the centre 35 years ago. Online services means that women are sourcing information in other ways (either as a self service or through assistance services such as libraries, Canberra Connect, Citizen's Advice).
- This change is about reducing duplication in services while providing better outreach so that women have better access to our programs and services.
- This will be achieved in part by moving from a model where WiRC and its programs were based in one location to one where these services are based in the community.
- It is anticipated that these changes will commence to be implemented in late November 2013.
- ~~Through an outreach approach, improved information services will be more accessible to a wider range of vulnerable women across Canberra. Women will be able to gain access to information services from a range of locations.~~
- Information and referral services will be available from government and community organisations located across Canberra, including in the Children and Family Centres, First Point/Gateway Services and Multicultural Women's Advocacy Inc.
- Referral and all other services will be also located in the Community Participation Group office in the Theo Notaras Multicultural Centre.
- Five current staff (sharing 3.45 FTEs) will be redeployed in vacant positions across the Community Services Directorate. There will not be any job losses through this change. The process of moving to the new approach will involve consultations with staff affected by this change.
- The suite of offerings we have in this area remains strong and their effectiveness will be enhanced through the increased outreach under the new model.

- CSD figures show that in 2012-13 more than 70% of interaction with staff at the WiRC were via telephone or email. Some 398 of these interactions were face-to-face visits and our aim is to increase these by moving our services into an increased range of areas.

Victor Violante

**Media Adviser**

**Arts and Multicultural affairs Adviser**

Office of Joy Burch, MLA

*Minister for Education and Training*

*Minister for Children and Young People, Disability*

*Minister for Arts*

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**T. 02 6205 0145**

**M. 0421 846 201**

**E. [victor.violante@act.gov.au](mailto:victor.violante@act.gov.au)**

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**Manikis, Nic**

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**From:** Violante, Victor  
**Sent:** Wednesday, 16 October 2013 6:21 PM  
**To:** Bennett, Erin; Burch, Joy; Cirson, Adina; Howson, Natalie; Manikis, Nic; Whitten, Meredith; Winter, Jancye; Dutt, Kanchan; Chapman, Sue  
**Subject:** WiRC response

At the great time of 6pm I got a call from a CT journo about the WiRC changes, wanting a response tonight. I have provided the following:

- There is a need to change the WiRC, which has been in place since the establishment of the centre 35 years ago. Online services means that women are sourcing information in other ways (either as a self service or through assistance services such as libraries, Canberra Connect, Citizen's Advice).
- This change is about reducing duplication in services while providing better outreach so that women have better access to our programs and services.
- This will be achieved in part by moving from a model where WiRC and its programs were based in one location to one where these services are based in the community.
- It is anticipated that these changes will commence to be implemented in late November 2013.
- Through an outreach approach, improved information services will be more accessible to a wider range of vulnerable women across Canberra. Women will be able to gain access to information services from a range of locations.
- Information and referral services will be available from government and community organisations located across Canberra, including in the Children and Family Centres, First Point/Gateway Services and Multicultural Women's Advocacy Inc.
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- The suite of offerings we have in this area remains strong and their effectiveness will be enhanced through the increased outreach under the new model.
- CSD figures show that in 2012-13 more than 70% of interaction with staff at the WiRC were via telephone or email. Some 398 of these interactions were face-to-face visits and our aim is to increase these by moving our services into an increased range of areas.

Victor Violante

**Media Adviser**

**Arts and Multicultural affairs Adviser**

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**T. 02 6205 0145**

**M. 0421 846 201**

**E. [victor.violante@act.gov.au](mailto:victor.violante@act.gov.au)**

**Manikis, Nic**

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

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**From:** Petrova, Biljana  
**Sent:** Tuesday, 15 October 2013 3:57 PM  
**To:** Winter, Jancye  
**Subject:** WIRC Questions

Hi Jancye,

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

---

Regards,

Biljana

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

## WIRC Service Redesign Meeting, 16 October 2013

### Questions

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

**Manikis, Nic**

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**From:** Manikis, Nic  
**Sent:** Tuesday, 1 October 2013 6:36 PM  
**To:** Winter, Jancye  
**Subject:** Re: Question re WIRC and DDG visit

Jancye

These have been done by Michele today.....we need to discuss in the morning about the sensitivity of timing of the visit.  
Sue signed off a substantial brief on WIRC this afternoon and further dot points for CM  
Nic

Sent from my iPad

On 1 Oct 2013, at 3:00 pm, "Winter, Jancye" <[Jancye.Winter@act.gov.au](mailto:Jancye.Winter@act.gov.au)> wrote:

Hi Nic

~~Sue Chapman is visiting WIRC on Thursday and her office has requested background dot points on:~~

Funding  
Background  
Hot issues.

Will you be attending with Sue?

Also do you wish to write the hot issues dots?

Appreciate your advice.

Regards

Jancye Winter | Senior Manager | Operational Manager National Multicultural Festival  
Phone 02 62053153 |  
Community Participation Group | Office of Multicultural Affairs | Community Services Directorate |  
ACT Government  
Theo Notaras Multicultural Centre, Level 2, North Building, 180 London Circuit, Canberra ACT 2601 |  
GPO Box 158, Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

2

**Manikis, Nic**

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**From:** Wensing, Veronica  
**Sent:** Monday, 9 September 2013 2:02 PM  
**To:** McPhee, Ian  
**Cc:** Manikis, Nic; Howe, Damien  
**Subject:** RE: WIRC in London Cct

Thanks Ian we will get back to you  
regards

Veronica Wensing | Manager  
Phone 02 6207 8165 | Fax 02 6207 0592 | Email [Veronica.wensing@act.gov.au](mailto:Veronica.wensing@act.gov.au)  
Community Participation Group | Office for Women | Community Services Directorate | ACT Government  
Level 4, 11 Moore Street, Canberra ACT 2601  
GPO Box 158, Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

Please note: I work part time. this week Im here on Monday, Tuesday, Wednesday and Friday  
from 10-3

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**From:** McPhee, Ian  
**Sent:** Monday, 9 September 2013 1:49 PM  
**To:** Wensing, Veronica  
**Cc:** Manikis, Nic; Howe, Damien  
**Subject:** RE: WIRC in London Cct

Veronica,

If you decide the not renew you need to advise Damien Howe (CC to this e-mail) as soon as a decision has been made, because staff at Property Group are almost ready to start negotiation on our behalf.

Regards,

*Ian*

Ian McPhee | Senior Accommodations Manager  
Phone: +61 2 6205 2703 Fax: +61 2 6207 1403 | Mobile: 0417 044 104  
Email: [ian.mcphee@act.gov.au](mailto:ian.mcphee@act.gov.au)  
Asset Management Branch | Community Services Directorate | ACT Government  
Level 3 Nature Conservation House | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

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**From:** Wensing, Veronica  
**Sent:** Monday, 9 September 2013 1:41 PM  
**To:** McPhee, Ian

**Cc:** Manikis, Nic; Howe, Damien  
**Subject:** RE: WIRC in London Cct

Thanks Ian,  
can you advise whether in this case it is six months?  
Regards

Veronica Wensing | Manager  
Phone 02 6207 8165 | Fax 02 6207 0592 | Email [Veronica.wensing@act.gov.au](mailto:Veronica.wensing@act.gov.au)  
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Please note: I work part time. this week Im here on Monday, Tuesday, Wednesday and Friday  
from 10 -3

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**From:** McPhee, Ian  
**Sent:** Monday, 9 September 2013 1:41 PM  
**To:** Wensing, Veronica  
**Cc:** Manikis, Nic; Howe, Damien  
**Subject:** RE: WIRC in London Cct

Veronica,

The more notice is better but normally anywhere from 3 to 6 months before lease renew is due.

Regards,

*Ian*

Ian McPhee | Senior Accommodations Manager  
Phone: +61 2 6205 2703 Fax: +61 2 6207 1403 | Mobile: 0417 044 104  
Email: [ian.mcphee@act.gov.au](mailto:ian.mcphee@act.gov.au)  
Asset Management Branch | Community Services Directorate | ACT Government  
Level 3 Nature Conservation House | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

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**From:** Wensing, Veronica  
**Sent:** Monday, 9 September 2013 12:26 PM  
**To:** McPhee, Ian  
**Cc:** Manikis, Nic  
**Subject:** WIRC in London Cct

Hello Ian  
As you would be aware, the women's information and referral centre (WIRC) is located at 13 London Cct in Civic.  
I understand the lease for this is due for renewal in January 2104.  
Can you please advise what the notice period is, if we were to decide not to renew?

May thanks

**Veronica Wensing** | Manager

**Phone** 02 6207 8165 | **Fax** 02 6207 0592 | **Email** [Veronica.wensing@act.gov.au](mailto:Veronica.wensing@act.gov.au)

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

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