

Freedom of Information Request – [REDACTED]

Documents – Schedule 13 – Alicia Aguilera Media and Comms

Folio no	Date	Document	Status	Reason for Exemption
1-2	22/11/2013	Email	Partial Release	FOI Act, s41
3	22/11/2013	Email	Full release	
4-5	2/12/2013	Email	Full release	
6	3/12/2013	Email	Full release	
7-8	16/10/2013- 31/1/2014	Draft Timeframe for relocation of WiRC	Full release	
9-12	4/12/2013	Email and attachments – Media Release, CSD WiRC update and WiRC Q&A	Full release	
13	5/12/2013	Email - first go at WiRC msg	Full release	
14	13/12/2013	Email – Women’s Information	Full release	
15	7/11/2013	Email – WiRC letter in CT	Full release	
16	13/11/2013	Chain Email – website content	Full release	
17-19	20/11/2013	Chain Email – WiRC statement	Full release	

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Aguilera, Alicia

From: Dutt, Kanchan
Sent: Wednesday, 20 November 2013 11:19 AM
To: Dutt, Kanchan; Chapman, Sue; Matthews, David; Manikis, Nic
Cc: Howson, Natalie; Callen, Michelle; Beaton, Richard; Aguilera, Alicia
Subject: RE: WIRC statement

Hello again,
Sue is going to be interviewed by WIN at 1pm today in relation to this.
Cheers,
Kanchan

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



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Community Services Directorate

From: Dutt, Kanchan
Sent: Wednesday, 20 November 2013 9:40 AM
To: Chapman, Sue; Matthews, David; Manikis, Nic
Cc: Howson, Natalie; Callen, Michelle; Beaton, Richard; Aguilera, Alicia
Subject: FW: WIRC statement

Hello all,
A heads up that we may be getting a request today from WIN News for an interview in relation to the WIRC (see below).
Wanted to check who would be the spokesperson for the Directorate?
Cheers,
Kanchan

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

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

Hi Lincoln,

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

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

Thanks

Emily

Emily Springett
Media Advisor

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

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

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

Hey Emily

The story ended getting bumped at the last minute tonight.

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

Linc

Lincoln Rothall
Journalist
WIN News Canberra
Ph. 0421 430 263

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

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

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

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

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

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Emily Springett
Media Advisor

Office of Joy Burch, MLA

Minister for Education and Training

Minister for Children and Young People, Disability

Minister for Arts

Minister for Gaming and Racing

Minister for Multicultural Affairs

Minister for Women

Member for Brindabella

T. 02 6205 7402

M. 0413 169 029

E. emily.springett@act.gov.au

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Aguilera, Alicia

From: Chapman, Sue
Sent: Wednesday, 13 November 2013 11:38 AM
To: Dutt, Kanchan; Manikis, Nic
Cc: Callen, Michelle; Beaton, Richard; Aguilera, Alicia
Subject: RE: WiRC website content

Yes it certainly needs updating

From: Dutt, Kanchan
Sent: Wednesday, 13 November 2013 9:42 AM
To: Chapman, Sue; Manikis, Nic
Cc: Callen, Michelle; Beaton, Richard; Aguilera, Alicia
Subject: WiRC website content

Hello,

Christina Myers spotted the existing web link to the WiRC on the CSD website -

[http://www.communityservices.act.gov.au/women/womens information and referral centre](http://www.communityservices.act.gov.au/women/womens_information_and_referral_centre). Do you want me to draft some new text based on the talking points and send that through to you for consideration?

Cheers,
 Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

From: Myers, Christina
Sent: Tuesday, 12 November 2013 4:50 PM
To: Dutt, Kanchan
Subject:

Hi Kanchan

I'm not really across the changes to this service but just came across this on our web site and am wondering if it should still be there or if requires editing

[http://www.communityservices.act.gov.au/women/womens information and referral centre](http://www.communityservices.act.gov.au/women/womens_information_and_referral_centre)

cheers Christina

Christina Myers
Strategic Policy
Community Services Directorate ACT Government
 02 6207 7990

christina.myers@act.gov.au

Level 4 11 Moore St City | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Aguilera, Alicia

From: Dutt, Kanchan
Sent: Thursday, 7 November 2013 8:45 AM
To: Chapman, Sue; Manikis, Nic
Cc: Howson, Natalie; Daw, Lesley; Callen, Michelle; Aguilera, Alicia
Subject: WiRC letter in today's Canberra Times

Hello all,

Please see a link to a letter in today's Canberra Times querying the figures used to support the decision to close WiRC: <http://www.canberratimes.com.au/comment/ct-letters/tough-decision-on-womens-centre-20131106-2x1b6.html>. Seems to be pointing to a discrepancy in the figures we provided in relation to this decision and stats used in the CSD Annual Report.

Cheers,

Kanchan

Kanchan.Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

Aguilera, Alicia

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

Colleagues

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

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

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

Sue Chapman
Deputy Director General

Aguilera, Alicia

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

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

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



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Community Services Directorate

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

Colleagues

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

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

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

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

Natalie Howson
Director General

Alicia Aguilera | Senior Media & Communications Officer
T: 02 6207 6275 | F: 02 6205 0279
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Level 8, 11 Moore St, Canberra City | GPO Box 158 Canberra City 2601 | www.communityservices.act.gov.au



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Media Release

5 December 2013

New model for women's information to provide better support

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

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

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

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

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

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

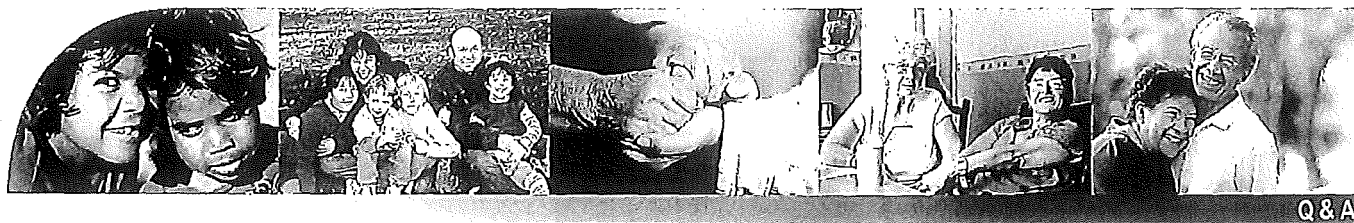
"Our aim is to better engage with these women by providing access to these services in a greater number of locations throughout Canberra."

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

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

Statement ends

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



Women's Information and Referral Centre Q&A

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

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

Will this mean the end to services for women?

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

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

When will WiRC close?

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

What's the evidence for closing WiRC?

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

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

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



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Community Services

GPO Box 158, Canberra ACT 2601

e CSD@act.gov.au t 133 427

w www.communityservices.act.gov.au

Aguilera, Alicia

From: Dutt, Kanchan
Sent: Wednesday, 4 December 2013 12:29 PM
To: Chapman, Sue; Matthews, David; Manikis, Nic; Doyle, Bridie; Callen, Michelle; Aguilera, Alicia
Subject: WiRC media release and Q&A
Attachments: CSD WiRC update.doc; WiRC Q&A.docx

Hello all,

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

Cheers,

Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Level 8, 111 Moore St, Canberra City | GPO Box Canberra 158 | www.communityservices.act.gov.au



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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.

DRAFT TIMEFRAME for implementing the relocation of

Womens information and referral services and programs

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

30 October 2013

Meeting with WiRC staff to discuss new service model

28 -31 October 2013

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

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

28 October 2013

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

25 October 2013

Meeting with representatives from the local women's sector

25 October 2013

Email from CPSU requesting an urgent meeting

24 October 2013

Meeting with WiRC staff to discuss new service model.

18 October 2013

Meeting with representatives from the local women's sector

16 October 2013

Meeting with WiRC staff to discuss new service model

Aguilera, Alicia

From: Beer, Kylie
Sent: Tuesday, 3 December 2013 12:00 PM
To: Dutt, Kanchan; Springett, Emily
Cc: Violante, Victor; Manikis, Nic; Callen, Michelle; Aguilera, Alicia; Bennett, Erin
Subject: RE: WIRC protest scheduled for Thursday

This would be consistent with the volume of letters re WIRC received by the CM this week.

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



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Community Services Directorate

Aguilera, Alicia

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> 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>
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Aguilera, Alicia

From: Dutt, Kanchan
Sent: Friday, 22 November 2013 2:18 PM
To: Chapman, Sue; Matthews, David; Manikis, Nic; Springett, Emily
Cc: Howson, Natalie; Daw, Lesley; Callen, Michelle; Aguilera, Alicia
Subject: Change.org WiRC petition

Hello all,

Saw this post from yesterday on change.org from the organiser of the online petition calling on the Chief Minister to reverse the decision to close WiRC (<https://www.change.org/en-AU/petitions/act-chief-minister-katy-gallagher-reverse-your-decision-to-close-the-women-s-information-and-referral-centre-wirc>)

:

1. We are being HEARD.



by LUCY BAKER

Petition Organiser

Good news, supporters - this petition goes forward to govt next week, and our growing strength is being noticed, with support coming in from local, national and international supporters. Thank you for your efforts - let us do one more push before this baby births - by sharing this petition with your people so by Monday we are overflowing with numbers. My thanks to you for helping to create change in a way that will positively affect all.
warmly, Lucy

Cheers,
Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Aguilera, Alicia

From: Dutt, Kanchan
Sent: Friday, 22 November 2013 1:15 PM
To: Chapman, Sue; Matthews, David; Manikis, Nic
Cc: Howson, Natalie; Daw, Lesley; Callen, Michelle; Aguilera, Alicia
Subject: FW: Womens Information and Referral Centre

Hello all,

Min's office forwarded me this media release about WIRC issued on 12 November and which might have been the reason behind WIN News' belated interest in the story. Apologies if you have already seen this.

Cheers,

Kanchan

Kanchan Dutt | Senior Manager

T: 02 6205 0282 | M: 0478 301 615

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Community Services Directorate

From: Springett, Emily
Sent: Wednesday, 20 November 2013 2:54 PM
To: Dutt, Kanchan
Subject: FW: Womens Information and Referral Centre

Was issued on 12/11.

Press Release

WIRC Works for Women

A Call to Minister Joy Burch to reverse her decision to close the

ACT Women's Information and Referral Centre (WIRC).

Prominent women's groups and academics have come to the defence of WIRC, releasing a statement outlining the unique and irreplaceable value of the Centre. They include Professor Marian Sawer ANU, Dr Merrindahl Andrew ANU, Emma Davidson - the Women's Electoral Lobby. Margaret Smith - National

Council of Women of Australia, Orlie Beer psychologist and Rhian Williams dispute resolution practitioner along with almost 500 people who have signed a petition calling for WIRC to remain open.

We are calling on the ACT Minister for Women Joy Burch to keep open the Women's Information and Referral Centre.

The Women's Information and Referral Centre is a vital hub which connects women in the ACT and region to a broad range of organisations, services and programs and in so doing supports them to lead healthier and happier lives. In the last financial year it was used by 12 375 women and in many instances provided them with services they are simply unable to access anywhere else.

On Thursday 17 October 2013 the Minister for Women Joy Burch announced she will close the Women's Information and Referral Centre by the end of this year. This decision has not been accompanied by any independent evidence that the proposed closure will result in savings nor has there been any transparent or accountable public consultation about this decision.

Those who refer women to the Centre include counsellors, psychologists, GPs, social workers, the Courts, the police, employee assistance programs and many others. Any closure of the Women's Information and Referral Centre will have devastating consequences for the well being and support of women in the ACT.

We are a group of concerned women including health professionals, academics, representatives of women's groups including the National Council of Women of Australia and the Women's Electoral Lobby and women who have used the Centre. Our attached statement details how we see the Women's Information and Referral Centre and our concerns with Minister Burch's actions in seeking to close the Centre.

We are calling on the Minister for Women to reverse her decision to close the Centre and to instead commit to maintaining and operating the Women's Information and Referral Centre as discrete and intact agency.

Emma Davidson on FOI Act, s41

Rhian Williams on FOI Act, s41

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