

## RELIEF THROUGH FRIENDLY SERVICE

The gift of material things, or material things only, will not solve the problems of many troubled families. It cannot too often be stressed that the C.W.S. strives to take social work, where possible, out of the realm of material aid by giving skilled friendly service to citizens overtaken by personal difficulties, with a view to helping them back on to the highway of life.

The total of C.W.S. expenditure on material relief last year was over £3,000. The value of the additional personal service can hardly be assessed in terms of cash.

### SOME EXTRACTS FROM OUR LETTER-BAG

"I am writing to thank you for repairing my artificial leg. I got it last week and now I hope it will give me good service for a long time."

"On behalf of mother and myself I would like to thank you for your interest and help in getting father admitted to . . . . We are most grateful to you for what you have done."

"The wheeled chair duly arrived and I wish to say 'Thank you' for your efforts in obtaining it for me. It is very comfortable and I can assure you it is a blessing and a real treat to get out of the bedroom."

"Thank you very much for making it possible for me to have a holiday. I enjoyed it very much and I feel much better for the change away."

## CITIZENS' ADVICE BUREAU

The C.W.S. has continued to carry on this community service which, since its inception a little over two years ago, has supplied over 200 citizens with the information they desired on a very wide range of subjects.

### A TRIBUTE

The C.W.S. does not intrude on the field covered by other welfare agencies. It uses its own funds for material needs, only when these cannot be met from any other source. A tribute is due, however, to many other agencies for the co-operation which they so readily give in the carrying out of C.W.S. plans for the treatment of relief problems.

DOUGLAS KEEP, President.

S. GREIG SMITH, Secretary.

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J. S. McClelland Pty. Ltd.

## CITIZENS' WELFARE SERVICE OF VICTORIA

ANNUAL REPORT, 1952-53

## HIGHLIGHTS

*from*

### THE YEAR'S ACTIVITIES

This report of the 66th year of community social work by the CITIZENS' WELFARE SERVICE is gratefully dedicated to contributors whose gifts made the service possible.

120 EXHIBITION STREET,  
MELBOURNE, C.1.

(Cent. 623, MF 1624)



**HOW C.W.S. ACTIVITIES WERE FINANCED ADMINISTRATION**

In respect of Donations, Income from Investments, Rents, and Sundries, the C.W.S. received into its ADMINISTRATION FUND last year for the maintenance of the service which it gives to the community, a total of .....	£ 3293	0	0
	<u>2638</u>		
	5931		
Expenditure in Salaries, Printing, Postages, Travelling Expenses and all other normal office charges was .....	£ 4240	0	0
	<u>3403</u>		
	7643		
It was necessary to call on reserve resources to make up a DEFICIT of .....	£ 947	0	0

(A transfer to Relief Funds involved an additional realisation of capital funds of approximately £550.)

The C.W.S. received into RELIEF FUNDS for general or specific disbursement in some form of material relief, a total of .....	£ 2638	0	0
Expenditure in material relief and cash payments in accordance with the wishes of donors reached a total of .....	£ 3403	0	0
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Funds held in trust for Relief purposes were reduced during the year by .....	£ 765	0	0
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**TO OUR CONTRIBUTORS**

The Executive Committee wish to record their sincere appreciation of the support which has come from some 250 charitable trusts, municipalities, business firms and individual citizens who contributed a total of £2,240 in Subscriptions and Donations.

Thanks are also due to those of our supporters who added to their annual contribution a separate amount to be used for direct relief purposes, because increasing costs press heavily on our funds available for relief, and an expansion of these funds is essential to

the future usefulness of the C.W.S. in the field of material aid. In this field, prospective donors are reminded, the C.W.S. acts only when no other agency exists to meet the need.

**VARIED TYPES OF HELP**

The wide variety of purposes to which C.W.S. Relief Funds are devoted is disclosed in the following random selections from the work of the past year.

*Provision of materials for home industry during incapacity of the breadwinner.*

*Provision of surgical and medical needs including artificial limbs, wheeled chairs, splints, spectacles and special diets.*

*Payment of private hospital care in emergency circumstances.*

*Payment of instalments on purchase of a sewing machine.*

*Provision of course of speech therapy for citizen whose speech had been affected after an operation.*

*Payment of cost of convalescing holidays.*



Assisted from other C.W.S. Relief Funds in .....	617 cases
Assistance arranged from other sources in .....	68 "
No help given in .....	49 "
Service or Advice given in .....	142 "
Cases withdrawn or not elsewhere included .....	32 "
Applicants for Hearing Aids:—	
Tested .....	56
Pending .....	44
	— 100
	<hr/> 1424 <hr/>

**WERE NOT THESE PEOPLE RECEIVING GOVERNMENT AID?**

1. Yes. Many were receiving an Old Age, Invalid or Widows' Pension, or some other Government assistance, but still needed some service which was not covered by these, or any other, statutory benefits.

2. Others were eligible, and had applied for statutory aid such as Unemployment Benefit, but had to be assisted through a waiting period.

**HOMELESS, WORKLESS MEN**

A conference was convened at the C.W.S. Office during the year of representatives of the principal agencies in Melbourne which

provide some assistance to workless men who are homeless. An increase in unemployment, especially among what is generally spoken of as the unskilled labourer class, brought a greatly increased demand on the agencies in question for assistance. It was hoped that a co-operative approach to the problem would provide a more constructive plan of treatment than has prevailed in Melbourne. Despite two conferences, however, this result has not yet been achieved.

As far as alleviative help is concerned, the C.W.S. has borne its share of the burden of relief. Some hundreds of men have been assisted during the year, mainly with orders for beds and meals, at a total cost of approximately £500.

**"OUT OF A SILENT WORLD"**

The C.W.S. has been happy to associate itself with the Hearing Aid Distributors' Section of the Melbourne Chamber of Commerce in a scheme designed to bring hearing aids into the possession of deaf people, mainly Age and Invalid Pensioners, who cannot afford to purchase them. The operation of the scheme depends on the gift by private citizens of unwanted hearing aids. At the time of writing this report, over 80 sets have been gifted and more than half of them have

proved to be fit for use after being reconditioned by hearing aid firms.

Some 150 applications have been received for hearing aids. Applicants are being sympathetically interviewed by C.W.S. social workers with a view to establishing eligibility. 56 of them have so far been tested at the weekly Wednesday morning clinic which is staffed by experts made available by leading hearing aid distributors, and 30 have been deemed fit to use, and have been supplied with, hearing aids complete with batteries and ear pieces. Some extracts from grateful letters received are:—

*"Thank you very much for the help you have given me in lifting me out of a silent world."*

*"It has given me crystal clear hearing and the enjoyment and happiness of life are now assured."*

*"It is one of the nicest things that has happened to me."*

*"I am getting great pleasure from your hearing aid. Many thanks for all the kindness you have shown me."*

*"I could not really believe myself when I could hear people speaking in the bus."*

*"I am writing on behalf of Mr. . . . to say how much he appreciates the kindness of your Society and what a difference your hearing aid has made to his life."*



**OFFICE-BEARERS AND EXECUTIVE COMMITTEE AS AT 30th JUNE, 1953.**

**President:**

Mr. Douglas Keep

**Vice-Presidents:**

Mr. W.M. Stewart, Miss M. A. Williamson

**Executive Committee:**

Mrs. O. Gardener, O.B.E., Mrs. C. H. Hall,  
Mrs. J. Halligan, Miss R. Hoban, Miss G.  
Turner, Mr. E. P. Ackman, Mr. K. J.  
Mitchell

**Hon. Treasurer:**

Mr. W. M. Stewart

**Hon. Legal Advisers:**

Madden, Butler, Elder & Graham

**Auditors:**

Young & Outhwaite, Chartered Accountants  
(Aust.)

**Secretary:**

S. Greig Smith, F.C.I.S., J.P.

**Assistant Secretary:**

J. A. Lowell

**A TABLOID REPORT**

This is the 66th Annual Report of the agency which has been known for the past seven years as the Citizens' Welfare Service of Victoria, and which was formerly known as the Charity Organisation Society of Melbourne. Submitted in an abbreviated form, it still includes a record of the essential features of the work of the past year.

**A YEAR OF SERVICE**

1424 families or individuals came, or were referred, to the C.W.S. last year because they claimed to be in need of some sort of material aid or friendly advice. Not since 1938-39, when 2,209 cases were dealt with, has the agency had to face so heavy a year's work.

**HOW DID CLIENTS REACH THE C.W.S.?**

169 were referred by Hospital Almoner Departments mostly because of some medical or surgical need which the Hospital did not supply.  
194 were referred by ex-Service agencies for C.W.S. co-operation in the form of a confidential investigation and subsequent report.  
117 were referred by Government Departments such as the Department of

Social Service, the Department of Immigration, and the Commonwealth Employment Service.

65 were referred by other welfare agencies.  
690 were self referred, that is, they applied of their own volition.  
189 were referred from miscellaneous sources.

**WHAT WERE THE CAUSES OF NEED?**

Unemployment in .....	740	cases
Sickness or injury in .....	127	"
Desertion of Breadwinner in .....	80	"
Other causes, including Physical or Mental Handicap, Death of Breadwinner, Insufficient Means and Old Age in .....	377	"
	<hr/>	
	1324	
Applications for Hearing Aids	100	
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	1424	
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**HOW WERE CLIENTS TREATED?**

Reports to referring agencies after investigation in .....	299	cases
Assisted from C.W.S. Invalid Aid Fund in .....	117	"