

The classification "Insufficient Income" covers those clients who, although not necessarily destitute or even very poor, yet had a need for which they could not pay, and includes the 138 applicants for hearing aids.

In many cases there were, of course, secondary causes of dependence as, for instance, an unemployed man with a mental handicap.

How were the 945 Cases Treated?

Reports to referring agencies after investigation	in 225 Cases	
Assisted from C.W.S. Funds	"	395 "
Assistance arranged from other sources	"	47 "
No action necessary	"	50 "
Service or Advice given	"	90 "
Hearing Aids supplied	"	98 "
Hearing Aid Applications still on waiting list	"	<u>40</u> "
		<u>945</u>

In many of the cases in which reports were submitted, after investigation, to referring agencies, some service was given by C.W.S. social workers visiting the homes and making the investigations. Indeed, in a considerable proportion of all cases dealt with, some service, advice or helpful information is given by our workers,

although not included in the "Service or Advice" classification.

Luncheon to Queen

The C.W.S. was represented at the Women's Luncheon organised by the National Council of Women in honour of Her Majesty the Queen.

CITIZENS' ADVICE BUREAU

This community service has not been availed of very extensively during the year, but has continued to serve a useful purpose in respect of the limited number of enquiries which have been made.

CO-OPERATION ACKNOWLEDGED

Welfare agencies in any community are simply members of a big team. They are all more or less inter-dependent. The efficiency of any of them is affected by, or dependent on, the efficiency of others.

For whatever success the C.W.S. has achieved in its family casework during the past year, credit is due not only to its own casework staff, but to all the other institutions and societies whose co-operation has been extensively drawn upon and so readily given.

DOUGLAS KEEP, President.
S. GREIG SMITH, Secretary.

J. S. McClelland Pty. Ltd.

**1953-54
THE 67th ANNUAL REPORT
OF THE CITIZENS WELFARE
SERVICE OF VICTORIA:
A FAMILY CASEWORK
AGENCY**

"Family casework has its roots in the Christian conception of the sanctity of the individual personality and the sacred nature of the family contract. It seeks to build up the strength of society through personal help to its weaker members, based on differential care appropriate to each individual case."

A recent article on the financing of charitable agencies states "it is often actually easier to obtain large sums than small ones. The society that depends on small subscriptions has a hard time these days." That has certainly been the experience of the C.W.S. The considerable increase, over recent years, in the cost of everything that it does and uses has not been reflected in its income. Efforts have been made to obtain additional contributors but results have been discouraging.

SOCIAL SERVICE CENTRE

The C.W.S. office is used as the official address of the Children's Welfare Association of Victoria and of the Victorian Branch of the Australian Association of Almoners. It also houses, as a sub-tenant, the Victorian Society for the Prevention of Cruelty to Children. All of these agencies use the C.W.S. Board Room for meetings, and other agencies which also meet there, regularly or occasionally, include (a) the Victorian Association of Youth Clubs, (b) the Superintendents and Matrons Association, and (c) the Victorian Council of Social Service and several conferences and discussion groups organised by that Council.

PAGE TURNING MACHINE

Through the President, Mr. Douglas Keep, the C.W.S. imported from England during the year

a page turning machine. This was intended to benefit a badly crippled hospital patient who, as it happened, obtained a machine from another source. The C.W.S. machine is available on loan to any severely crippled citizen who would benefit from this appliance.

HOW C.W.S. ACTIVITIES WERE FINANCED

In respect of donations, etc., the C.W.S. received into its Administration Fund last year for the maintenance of its community service	£4,152
Expenditure in Salaries, Printing, Postages, Travelling and all other normal office charges, was	£4,425
Leaving a Deficit for the year of . . .	£273
The C.W.S. received into Relief Funds for general or specific disbursement in some form of material relief	£1,851
Expenditure in material relief and cash as directed by donors	£2,448
Funds held in trust for Relief purposes were reduced during the year by ..	£597

CASEWORK FOR TWELVE MONTHS

Total number of cases dealt with 945
 Total for previous year 1,424
 Approximately 50 per cent. of the 1,424 clients in 1952-53 were unemployed, single men. Last year, only 20 per cent. of those dealt with fell within this category. This is the main reason for the smaller case-load for the year.

How did 945 Clients reach the C.W.S.

240 were referred by ex-Service agencies.
 193 were referred by Hospital Almoner Departments.
 60 were referred by other Welfare Agencies.
 62 were referred by Government Departments.
 195 were self-referred.
 57 were referred from miscellaneous sources
 138 were applicants for hearing aids.

Causes of Need

The immediate cause of need which brought these 945 clients to the C.W.S. appeared to be:—

Unemployment	In 222 Cases
Sickness or Injury	203 "
Physical or Mental Handicap	20 "
Desertion of Breadwinner	95 "
Insufficient Income	247 "
Old Age	16 "
Miscellaneous	142 "
	<u>945</u>

OFFICE-BEARERS AND EXECUTIVE COMMITTEE

As at 30th June, 1954

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.

Miss RUTH HOBAN.

Hon. Treasurer:

Mr. W. M. STEWART

Hon. Legal Advisers:

MADDEN, BUTLER, ELDER & GRAHAM

Auditors:

YOUNG & OUTHWAITE

Chartered Accountants (Austl.)

Secretary:

S. GREIG SMITH, F.C.I.S., J.P.

Asst. Secretary:

J. A. LOWELL

The Committee have lost, during the year, for various reasons, the services of Miss Grace Turner, Mrs. J. Halligan, Mr. K. J. Mitchell and Mr. E. P. Ackman. The loss of Miss Turner, through a serious breakdown in health, was particularly regretted. She had been an active member for many years, a generous supporter, and a link between the C.W.S. and the Committee of the Queen's Fund. The vacancies created by these several resignations have not yet been filled. The Committee are hopeful that the filling of them will be closely linked with planned developments elsewhere referred to.

THE C.W.S.—FUTURE DEVELOPMENTS

For 66 years, the Citizens' Welfare Service has been a leader in the family casework field in Victoria, and has consistently aimed at the maintenance of standards which would bear comparison with those of similar agencies overseas.

For some time past, however, there has been an awareness amongst members of the Executive Committee that the welfare work of the agency was not keeping pace with the growing needs of the community or with the development of more scientific methods of meeting those needs.

The modern conception of family casework was well expressed in a recent issue of "Social Work" (England). The family casework agency, it was therein stated, "exists today to render a casework service to individuals and families who, because of personality or environmental difficulties, find it impossible to achieve a measure of personal satisfaction, or to fulfil their responsibilities as members of a family or of the community".

What are these services which fall within the sphere of a family casework agency? A Committee of the Family Welfare Association (England), after lengthy deliberation, classified them as follows:—

1. The easing of tension in family relationships—tension arising from such factors as (a) unhappy parental relationships, (b) the reaction of such relationships on the children, or (c) the strain imposed by inadequate and unsuitable housing accommodation.

2. Assistance with adjustment to changed circumstances—changes arising from, for instance, unemployment, chronic illness, desertion or bereavement.

3. Supportive help to inadequate or dependent people.

The Citizens' Welfare Service has achieved some degree of success in the provision of such a casework service. If financial difficulties can be overcome, however, the Committee have in mind the early appointment of at least one professionally trained and experienced social worker through whose leadership and inspiration the work of the agency may be improved and developed towards the standard above envisaged. In this objective, the Committee have the support of the University Department of Social Studies and of professional social workers through the Victorian Branches of the Australian Association of Social Workers and the Australian Association of Almoners.

1953-54 ACTIVITIES

Broadly speaking, the past year has been a quiet and uneventful one. Its notable features have been (a) a better casework service, rendered possible by a reduced case load which has made it possible for more time and thought to be devoted to clients, and (b) a continuance of the hearing aids to deaf citizens in humble circumstances.

Better Casework Service

This involves the placing of increasing emphasis on the assistance of clients with personality and environmental problems as distinct from, or in addition to, material needs. Here is an illustrative case:—

E.R. is badly crippled and dependent on the Invalid Pension. The C.W.S. was asked if it could add to his mobility by providing him with a self-propelling chair which, with the financial co-operation of another welfare agency, was obtained. That represents the material side of casework. In the course of several visits to the client, however, the C.W.S. social worker was impressed by his keen mental activity and by the fact that he was much

depressed by the monotony of his confined and restricted life. The search for some method of relief led to a discussion with officers of the Red Cross Society, with the result that some craft instruction was arranged for E.R., who was eventually accepted as a suitable craft-work student. This gave him, once again, a real interest in life and the social worker, who visited him from time to time, was impressed by the steady improvement in his mental outlook. His work is now of sale-able quality and is attracting orders.

Hearing Aid Scheme

Our last Report recorded the initiation, in association with the Hearing Aid Distributors' Section of the Melbourne Chamber of Commerce, of a scheme designed to bring hearing aids into the possession of deaf people in humble circumstances—mainly Age Pensioners. This activity has continued throughout the year with the result that, since it originated in May, 1953, over 120 citizens have been lifted out of a silent world through the gift of an efficient hearing aid. Actually, some 250 applicants were tested, but approximately 50 per cent. were deemed to be unfit to use a hearing aid owing to the nature of their hearing loss.

The Committee hope that this helpful, humanitarian service may continue, and it will do so as long as the supply of donated, secondhand aids is maintained. For the success already achieved, warm thanks are due—

1. to those Hearing Aid firms which, free of charge, have reconditioned donated sets, made experts available for testing purposes at a weekly clinic at the C.W.S. office, and supplied all necessary ear moulds;
2. to those members of the public who have donated secondhand sets;
3. to the daily and weekly press and to broadcasting services for much valuable publicity;
4. to Eveready (Aust.) Ltd. for gifts of battery sets.

FINANCE

Thanks to a handsome donation of £793 from the "Sun" Newspaper Sunball Competition, the financial drift has been less serious than it was in 1952-53. But a drift there has been to the extent of some £270. That it has been no worse is due to the continued support of a loyal band of private citizens and business firms who comprise our contributors, and to generous donations from a number of charitable trusts.

**LIST OF CONTRIBUTIONS TO
THE CITIZENS' WELFARE SERVICE
ADMINISTRATION FUND**

1953-54

BANKS—							
A. & N.Z. Bank Ltd.	£5	5	0	Kodak (A/Asia) Pty. Ltd.	3	3	0
Bank of New South Wales	2	5	0	Leaver, C. H., & Co. Pty. Ltd.	1	1	0
Commercial Bank of Australia Ltd.	50	0	0	Loftus Moran Pty. Ltd.	1	1	0
Commercial Banking Company of Sydney Ltd.	1	1	0	Mathew, McBeath & Co. Pty. Ltd.	2	2	0
National Bank of Australasia	6	6	0	MacRobertson Pty. Ltd.	1	1	0
State Savings Bank Officers Association	10	0	0	Mauri Bros. & Thomson (Vic.) Pty. Ltd.	1	1	0
COMPANIES & FIRMS—				McClelland, J. S., Pty. Ltd.	3	3	0
Allan & Co. Pty. Ltd.	1	1	0	Mellyraith, John, Industries Ltd.	5	5	0
Allan, Richard, & Sons (1919) Pty. Ltd.	1	1	0	McKoy, H. V., Massey Harris Pty. Ltd.	2	12	6
Andrew Bros. Pty. Ltd.	2	2	0	McPherson's Ltd.	5	0	0
Apex Belting Pty. Ltd.	2	2	0	Melbourne Co-operative Brewery Co.	2	2	0
Asphalt Cold Mix (Aust.) Pty. Ltd.	2	2	0	Melbourne Cricket Club	2	10	0
Aust. Glass Manufacturers Co. Pty. Ltd.	5	5	0	Melbourne Steamship Co. Ltd.	5	0	0
Aust. Mercantile Land & Finance Co. Ltd.	3	5	0	Miller, Jas., & Co. Pty. Ltd.	1	1	0
Aust. Paper Manufacturers Staff Charities Fund	2	2	0	Miller's Timber & Trading Co. Ltd.	5	5	0
Baillieu, E. L. and O	1	1	0	Moran & Cato Ltd.	5	5	0
Ball & Welch Ltd.	1	1	0	Mutual Store Ltd.	2	2	0
Beauchamp Bros.	1	1	0	Myer Emporium Ltd.	10	10	0
Beaurepaire Tyre Service Pty. Ltd.	2	2	0	New Zealand Loan & Mercantile Agency Co. Ltd.	1	1	0
Berger, Lewis, & Son (Vic.) Pty. Ltd.	2	2	0	Nicholas Pty. Ltd.	10	0	0
Blake & Riggall	1	1	0	Norton, Clyde B., & Co.	2	2	0
Briscoe & Co. Ltd.	1	1	0	North Broken Hill Ltd.	25	0	0
Brookhoff's Biscuits Pty. Ltd.	1	1	0	North, Alfred, Pty. Ltd.	5	5	0
Brook Hill Associated Smelters Pty. Ltd.	20	0	0	Onceer & Smith	1	1	0
Brooks, Robinson Ltd.	1	1	0	Patons & Baldwin Ltd.	2	2	0
Brunton, T. & Co. Pty. Ltd.	2	2	0	Payne's Bon Marche Pty. Ltd.	1	1	0
Burnside, W. K., Pty. Ltd.	1	1	0	Provident Loan Society of Victoria	10	10	0
Burston, Samuel, & Co. Pty. Ltd.	1	1	0	Richardson, Kerr Pty. Ltd.	3	3	0
Carlton & United Breweries Ltd.	5	5	0	Royal Benevolent Fund Co. Staff	2	2	0
Cheney, S. A., Pty. Ltd.	2	2	0	Sanderson, John, & Co.	21	5	0
Cliff & Bunting Pty. Ltd.	1	1	0	Sands & McDougall Pty. Ltd.	1	1	0
Colonial Sugar Refining Co. Ltd.	4	4	0	Sargood, Gardiner Ltd.	3	3	0
Commonwealth Fertilizers & Chemicals Ltd.	1	1	0	Secretariat Pty. Ltd.	5	5	0
Cox Bros. (Aust.) Ltd.	5	5	0	Shell Co. of Aust. Ltd.	1	1	0
Danks, John, & Son Pty. Ltd.	2	2	0	Stephens, F. H. (Vic.) Pty. Ltd.	1	1	0
Davies & Baird Pty. Ltd.	2	2	0	Sterling Clothing Co. Pty. Ltd.	1	1	0
Dixon, Drum & Can Co. Companies	3	0	0	Strachan & Co. Ltd.	1	1	0
Dunlop & Barnet Glass Rubber Companies	5	5	0	Sun News-Pictorial	10	0	0
Elder, Smith & Co. Ltd.	50	0	0	Sydney & Arts Ltd.	2	2	0
Electrolytic Zinc Co. of A/asia Ltd.	2	2	0	Union Steam Ship Co. of N.Z. Ltd.	1	1	0
Foy & Gibson Ltd.	9	9	0	Vacuum Oil Co. Pty. Ltd.	5	5	0
Gadsden, J., Pty. Ltd.	2	2	0	Warburton, Frank (Melb.) Ltd.	2	2	0
Georges Limited	15	0	0	White, R. Pty. Ltd.	2	10	6
General Motors-Holden's Ltd.	2	2	0	Willis & Sons Ltd.	1	1	0
Goldsborough Mort & Co. Ltd.	1	1	0	Willis, W. D. & H. O. (Aust.) Ltd.	10	10	0
Gordon & Gotch (A/asia) Ltd.	2	2	0	Woodrow Corporation Pty. Ltd.	2	2	0
Haigh Bros. Pty. Ltd.	1	1	0	HOSPITALS—			
Hardie, James, & Co. Pty. Ltd.	10	0	0	Dental	2	2	0
Hardie Trading Ltd.	5	5	0	Queen Victoria Memorial	1	1	0
Healing, A. G., Ltd.	10	10	0	Royal Melbourne	1	1	0
"Herald", The	10	10	0	Women's	3	3	0
Holmes & McCrindle	3	3	0	MUNICIPALITIES—			
Hume & Hume	1	1	0	Brunswick	5	0	0
International Harvester Co. of Aust. Pty. Ltd.	1	1	0	Camberwell	20	0	0
Keep Bros. & Wood Pty. Ltd.	5	5	0	Caulfield	5	0	0
Kimpton, W. S., & Sons	15	0	0	Coburg	2	2	0
				Kew	5	0	0
				Melbourne	30	0	0
				Northcote	2	0	0
				St. Kilda	3	3	0

PRIVATE CITIZENS—				SPOWERS, Mrs. A. C.	
Aekman, E. P.	Archie S.	2	0	0	0
Anderson, Dr. A. S.	1	1	0	0	0
"Anonymous"	100	0	0	0	0
"Anonymous"	5	3	0	0	0
Armstrong, Mrs. G. H.	5	0	0	0	0
Bagot, Miss Nina	5	0	0	0	0
Baillie, Miss Helen	3	0	0	0	0
Baillie, Thomas	3	3	0	0	0
Barber, Miss I. V.	8	0	0	0	0
Beattie, Mrs. P.	1	10	0	0	0
Booth, Miss F. M.	3	3	0	0	0
Brown, Mrs. Georgina	4	4	0	0	0
Byce, Dr. Lucy	2	2	0	0	0
Chapp, Miss M.	1	1	0	0	0
Cockrane, Miss E., & Sisters	1	0	0	0	0
Cook, David L.	1	11	6	11	6
Creswick, Mrs. H. F.	2	2	0	0	0
Dixon, Franklin	1	0	0	0	0
Finlay, J. J.	1	1	0	0	0
Fitzpatrick, Mrs. P., & Misses	5	0	0	0	0
Armytage	25	5	0	0	0
Gardner, Mrs. Olivia	5	5	0	0	0
Grassick, F.	1	1	0	0	0
Gregory, G. W.	1	1	0	0	0
Herring, Lady	2	2	0	0	0
Holder, S. B.	2	2	0	0	0
Holmes, Edward	1	1	0	0	0
Horden, Arthur	5	0	0	0	0
Hornbrook, Mrs. E. W.	1	1	0	0	0
Hunter, Mrs. David	2	2	0	0	0
Jacobs, P. A.	1	2	0	0	0
Johnstone, Dr. W. W. S.	4	2	0	0	0
Keep, Douglas	4	4	0	0	0
Kimpton, V. Y.	10	0	0	0	0
Lewis, Stanley	4	4	0	0	0
Lush, Mrs. D.	5	0	0	0	0
Lush, Mrs. M.	8	0	0	0	0
Macfarlan, Mrs. Keith	8	0	0	0	0
Manifold, Peter	1	1	0	0	0
Martin, Mrs. C. H.	2	0	0	0	0
Mendoza, A. J.	1	0	0	0	0
Morris, Sir Newman	2	0	0	0	0
Meyer, Mrs. Sidney B.	1	2	0	0	0
Newton, H. Clement	2	2	0	0	0
O'Farrell, P. H.	2	2	0	0	0
Ormond, Dr. J. S.	1	1	0	0	0
Porter, Dr. U. B.	1	1	0	0	0
Russell, Alan H.	1	1	0	0	0
Scott, A. L.	5	0	0	0	0
Seward, Mrs. N. H.	2	2	0	0	0
Silberberg, Dr. M. M. D.	2	2	0	0	0
Smeal, Dr. J. A.	2	2	0	0	0
Smybert, Mrs. C.	1	1	0	0	0
Smith, Miss K.	1	2	0	0	0
Smith, Mrs. Donald	15	0	0	0	0
Spowers, Mrs. A. C.	2	0	0	0	0
Stewart, W.	1	3	0	0	0
Swinburne, Mrs. G.	3	1	0	0	0
Some, D. York	1	1	0	0	0
Some, F. M.	1	2	0	0	0
Some, Dr. G. R. A.	2	1	0	0	0
Thompson, J. T.	1	2	0	0	0
Vanderkelen, R.	3	3	0	0	0
Wainwright, W. E.	2	1	0	0	0
Wetherhall, Dr. R. R.	1	2	0	0	0
White, Dr. A. E. Rowden	2	3	0	0	0
Williamson, Miss M. A.	1	0	0	0	0
TRUSTS—					
Abrahams, Joseph, Estate					
Baker, Thomas (Kodak) & Alice & Eleanor Shaw	11	6			
Benefactions	25	0	0	0	0
Brennan, Patrick, Estate	100	0	0	0	0
Cato, F. J., Charitable Fund	10	0	0	0	0
Emonds, Alfred, Estate	100	0	0	0	0
Felton, Alfred, Estate	400	0	0	0	0
Hall, Walter & Eliza, Trust	50	0	0	0	0
Sumner, T. J., Estate	45	0	0	0	0
Hartley, J. R., Estate	30	0	0	0	0
Syme, David, Charitable Trust	20	0	0	0	0
Thomas, The W. C. F., Charitable Trust	60	0	0	0	0
Turner, Henry Gyles, Estate	75	0	0	0	0
Turner, Helen Gyles Samaritan Fund	13	10	0	0	0
Williams, The Trudy & Florence, Charitable Trust	100	0	0	0	0
Wilson, Edward, Charitable Fund	100	0	0	0	0
WELFARE AGENCIES—					
Anst. Association of Almoners, Victorian Branch	5	5	0	0	0
"Carry On" Club	100	0	0	0	0
Lord Mayor's Fund	111	13	9		
Melbourne Hebrew Ladies' Benevolent Society	1	1	0	0	0
Melbourne Junior Legacy	15	0	0	0	0
Mission of St. James & St. John	2	2	0	0	0
Presbyterian Church of Victoria	5	0	0	0	0
Queen's Fund	10	0	0	0	0
Scots Church Kirk Session	3	3	0	0	0
Services' Cartoons Trust Fund	30	0	0	0	0
Society to Assist Persons of Education	3	3	0	0	0
South Melbourne Community Chest	20	0	0	0	0
Time and Talents Society	2	2	0	0	0
MISCELLANEOUS—					
Sunball Contest	793	6	8		

RELIEF FUND
1953-54

"Anonymous"	1	1	0	0	0
Anderson, Dr. A. S.	1	1	0	0	0
Baillie, Miss Helen	1	0	0	0	0
Barber, Miss I. V.	2	0	0	0	0
Booth, Miss F. M.	1	1	0	0	0
Brown, Mrs. Georgina	1	1	0	0	0
Burnside, W. K. Pty Ltd.	1	1	0	0	0
Burton, Samuel, & Co. Pty. Ltd.	10	6			
Creswick, Mrs. H. F.	2	2	0	0	0
Edmonds, Alfred, Estate	50	0	0	0	0
Felton, J.	400	0	0	0	0
Finlay, J. J.	1	1	0	0	0
Flack, Nathan & E. H., Trust	100	0	0	0	0
Foy & Gibson Ltd.	5	5	0	0	0
Ferrings, Lady	5	1	0	0	0
Holder, S. B.	2	2	0	0	0
Holmes, Edward	2	2	0	0	0
Hornbrook, Mrs. E. W.	2	2	0	0	0
Keep, Douglas	10	10	0	0	0
Kimpton, W. S., & Sons	10	3	0	0	0
Lewis, Stanley	2	1	0	0	0
Lush, Miss M.	7	5	0	0	0
Martin, Mrs. C. H.	5	5	0	0	0
Meyer, Emporium Ltd.	1	1	0	0	0
Ormond, Dr. J. S.	1	1	0	0	0
Patons & Baldwin's Ltd.	1	1	0	0	0
Plastick, K. W.	2	2	0	0	0
Sargood, Gardner, Ltd.	1	1	0	0	0
Scott, A. L.	2	1	0	0	0
Smeal, Dr. J. A.	2	1	0	0	0
Smybert, Mrs. C.	1	10	0	0	0
Stewart, W.	2	0	0	0	0
Swinburne, Mrs. G.	1	0	0	0	0
Swinburne, Mrs. G. & Sons Ltd.	10	6			