



***1957-1958 annual report***

***citizens welfare  
service of victoria***

***dedicated to preserving family life***

# *The Citizens' Welfare Service of Victoria*

## **Office-Bearers and Executive Committee as at 30th June, 1958**

### **President:**

Lt.-Col. John Summerton, O.B.E., psc., B.Com., Dip.Soc.Stud., A.F.A.I.M.,  
A.I.P.M.

### **Vice-Presidents:**

Professor Sir Samuel Wadham, Kt., M.A., LL.D.  
Associate Professor Ruth Hoban, B.A., B.Com., Dip.Ed.

### **Executive Committee:**

Mr. A. Brockenshire.  
Dr. R. G. Brown, M.S.S. (Brym. A.W.R.), B.A., Dip.Soc.Stud.  
Mr. R. A. Clarey, B.Com., F.C.A. (Aust.), M.L.A.  
Professor R. I. Downing, B.A., Dip.Ec. (Cantab.).  
Dr. P. Fensham, M.Sc., Ph.D.  
Mrs. C. H. Hall.  
Mr. V. Hill, A.C.I.S.  
Mrs. L. Orbuck.  
Dr. J. S. Collings, B.Agr., M.B., B.S.

### **Hon. Treasurer:**

Mr. Marcus Tarrant, A.S.A.

### **Hon. Legal Advisers:**

Messrs. Madden Butler Elder & Graham.

### **Auditors:**

Messrs. Young & Outhwaite (Chartered Accountants Aust.).

### **Director of Social Work and Research:**

Mr. L. J. Tierney, B.A., M.Sc., Dip.Soc.Stud.

### **Secretary:**

Mr. S. J. Warrell, J.P.

*1957-58 Annual Report*

*Family and Community  
Service*

*Citizens Welfare Service of Victoria  
62 Victoria Parade,  
East Melbourne.*

## LIFE MEMBERS

The undermentioned citizens (some of whom are now deceased) became Life Members of the Agency in the years indicated since 1930:

- |   |   |
|---|---|
| 1930—Mrs. H. H. SMITH                       | 1946—Cr. R. C. COOPER, J.P.<br>(Camberwell)     |
| 1930—Lady LYLE                              | 1946—Mr. W. WARREN KERR                         |
| 1932—Mr. DARREN BAILLIEU                    | 1947—Mrs. OLIVIA GARDENER                       |
| 1932—Mr. EVERARD BAILLIEU                   | 1947—Mrs. C. LEWIS HEATH                        |
| 1932—Mr. JOHN REED                          | 1947—Mrs. W. M. SCOTT                           |
| 1932—Mrs. JOHN REED                         | 1947—Cr. E. W. RAVEN<br>(Camberwell)            |
| 1934—Cr. J. H. NETTLETON<br>(Camberwell)    | 1948—Cr. Mrs. NELLIE<br>MALCOLM<br>(Camberwell) |
| 1935—Cr. R. B. BARNES<br>(Camberwell)       | 1948—Miss I. V. BARBER                          |
| 1936—Cr. W. R. DIMMICK<br>(Camberwell)      | 1948—Mr. ARTHUR HORDERN                         |
| 1937—Cr. D. W. WATSON<br>(Camberwell)       | 1948—Mrs. DONALD SMITH                          |
| 1937—Miss UNA B. CATO                       | 1948—Mrs. D. A. SKENE, M.B.E.                   |
| 1937—Mr. W. E. McPHERSON                    | 1949—Mrs. I. BOYD                               |
| 1937—Mr. J. J. HAVERTY                      | 1949—Mrs. M. TAYLOR                             |
| 1938—Cr. W. R. WARNER<br>(Camberwell)       | 1949—Cr. A. D. RENTON<br>(Camberwell)           |
| 1938—Mr. GEORGE L. DICKSON                  | 1950—Miss M. LUSH                               |
| 1939—Cr. O. B. NORMAN<br>(Camberwell)       | 1951—Cr. H. F. DAWSON<br>(Camberwell)           |
| 1940—Cr. J. S. AUGUST, J.P.<br>(Camberwell) | 1952—Cr. J. H. KINNEAR<br>(Camberwell)          |
| 1940—Miss GRACE TURNER                      | 1953—Cr. A. H. PEARCEY<br>(Camberwell)          |
| 1941—Cr. W. A. FORDHAM<br>(Camberwell)      | 1954—Cr. H. C. STANFORD, J.P.<br>(Camberwell)   |
| 1942—Cr. A. E. VINE, J.P.<br>(Camberwell)   | 1955—Mr. V. Y. KIMPTON                          |
| 1943—Cr. F. N. LE LEU, J.P.<br>(Camberwell) | 1957—Mr. W. M. STEWART                          |
| 1945—Cr. K. L. O. MACLEAY<br>(Camberwell)   | 1957—Miss M. A. WILLIAMSON                      |
|   | 1958—Mr. DOUGLAS KEEP                           |



*The*  
**PRESIDENT'S MESSAGE**

The 71st year of the Citizens' Welfare Service witnessed a consolidation of a number of changes commenced during the past three years. We have now a staff with specialised training and have introduced new services. In addition, we have made considerable advances in our understanding of family problems.

We, at Citizens' Welfare Service, believe that our most significant contribution to social welfare is to be found in efforts to find ways of protecting and promoting family life. Increasing population and the complexities of life are bringing more problems to us. The field of general family

welfare is to date poorly served in this community and receives limited recognition. During 1957-58 the Citizens' Welfare Service provided counselling and material assistance to a record number (1,557) of families. This has severely taxed our finances, and we have been unable to expand our staff to serve the increased number of families seeking our aid.

Our ability to meet this heavy demand has been made possible only through the devotion and dedication of our staff, committee members and through the generosity of those who give financial support. In this last year 93 per cent. of our funds was derived from voluntary gifts.

The Citizens' Welfare Service has demonstrated a capacity to change with the times and to develop new approaches to modern problems. The task we face is an important one and requires that we continue to expand and seek new ways to reduce the load of suffering in our midst. To do this we must enlist the support of many more people in this State who believe, as we do, that social problems must be faced and met within the confines of the family circle. I am confident that this support will be forthcoming.

Yours sincerely,

(JOHN SUMMERTON).

## *The Year's Work*

The central feature of our work at Citizens' Welfare Service is to be found in our counselling and practical help given to troubled families. This help is of a highly personal and individual nature and depends upon our staff of social workers. During the year a record number of families were helped to cope with problems arising principally from marital disharmony, sickness, unemployment and accommodation problems.

In addition to this central programme, the Citizens' Welfare Service maintains a number of special programmes: a counselling and care service for parents who feel that they must place their children away from home; a hearing aid service for age pensioners; a special service for New Australians who have been obliged to leave a relative in some other country, and a small research programme. Apart from these services, the Citizens' Welfare Service maintains an open door to any family with a problem who falls outside the range of services provided by other organisations.

## *Contacts with the Community*

The Citizens' Welfare Service is represented on a number of other organisations. Our most active work during 1957-58 has been as a member of the Victorian Council of Social Service. We are pleased that our delegates have taken an active part on various committees and, in particular, as a member of the Standing Committee on Family Casework. The most notable achievement of this committee was its bringing to the notice of the State Government the fact that children of unemployed men were often in dire need, as the Commonwealth Social Service benefit made no provision for dependent children. We are happy to record that these children are now assisted by the Children's Welfare Department.

Members of our staff have been called upon to address schools, nurses, social studies students, Church organisations and members of benevolent societies.

During this year we have had several visits from the staff and committee of Family Welfare Bureau, Sydney, and members of our staff and committee have paid return visits.

## *Field Work for University Department of Social Studies Students*

The University Department of Social Studies is the major source of training for those who wish to prepare themselves for work as medical social workers, child care workers, probation workers and family social workers.

An important part of the training of these students is carried out by assigning students to organisations such as Citizens' Welfare Service, where they have the opportunity to work directly with people who have problems and under the supervision of experienced social workers.

In this past financial year the Citizens' Welfare Service provided field work experience for 10 social studies students.

## *Research Programme*

One mark of an effective social service organisation is to be found in its readiness to investigate social problems with a view to improving services. The Citizens' Welfare Service has gladly accepted this responsibility, and is happy to report a continuation of its study of multi-problem families. We are also happy to report that with the co-operation of the Melbourne University Department of Social Studies we are now completing a study of the characteristics and problems of children referred to us for placement in an institution or for foster care. The results of this study will be available in 1959.

## *Hearing Aid Service*

Five years ago, the Citizens' Welfare Service, in co-operation with the Hearing Aid Distributors' Section of the Chamber of Commerce, inaugurated a new department of its work, designed to bring hearing aids into the possession of deaf age pensioners and other deaf citizens in humble circumstances. The maintenance of this activity is dependent on, among other things, donations of used hearing aids by the public, and it is gratifying to record that the flow of donations has continued steadily and has enabled the agency to restore the priceless boon of hearing to a further 106 deaf citizens this year.

Warm thanks are again due to—

1. Donors of second-hand sets.
2. Those firms which, free of charge, reconditioned sets, provided experts for testing purposes, and supplied ear-moulds.
3. Eveready (Aust.) Ltd., for gifts of batteries.

## *International Social Service*

Increasing travel and migration frequently produce situations where a part of a family is residing in one country and another part of the family is in a different country. Sometimes special family problems occur. In many cases these problems are referred to International Social Service in Geneva, which, in turn, refers the problems to appropriate local organisations. Twenty cases of this nature were referred to us in the last financial year.

A typical example is the case of Helen (15 years old), who was at school in England, nominally under the care of her aunt. Helen came under the notice of the probation officer. He was reluctant to send her to an institution when there was a chance that her family in Australia might be able to provide a good home. A social worker from the Citizens' Welfare Service was called upon to advise and help.



# People Seeking Help

Of the 1,557 people seeking help, 24.5 per cent. were referred by Government departments, 22.3 per cent. by other voluntary welfare agencies, and 53.2 per cent. are shown as self-referred (these include clients who were directed to the Citizens' Welfare Service by private citizens, ministers of religion, doctors and municipal authorities).

## *By Whom Referred*

Hospital Almoners . . . . .	207
Ex-Service Agencies . . . . .	118
Voluntary Welfare Agencies . . . . .	230
Government Departments . . . . .	174
Self Referred . . . . .	756
Miscellaneous Sources . . . . .	72
	<hr/>
	1,557

## *Precipitating Factors*

Unemployment . . . . .	613
Illness and Injury . . . . .	200
Desertion . . . . .	128
Financial Problems . . . . .	163
Physical or Mental Handicap . . . . .	78
Age Pensioners . . . . .	202
Death of Breadwinner . . . . .	21
Marital Problems . . . . .	76
Deafness . . . . .	212
Miscellaneous Causes . . . . .	109
	<hr/>
	1,802

The number, 1,802, is due to the fact that many cases had a combination of precipitating factors.

## *How were 1,557 Cases Treated?*

Information and advisory reports to referring Agencies after casework investigation . . . . .	22
Material Aid from C.W.S. funds . . . . .	742
Assistance arranged from appropriate sources . . . . .	250
Service and advice given . . . . .	481
Hearing Aids supplied . . . . .	69
Hearing Aid Applications still on waiting list . . . . .	162
Cases withdrawn, or, for other reasons, no action taken . . . . .	38
	<hr/>
	1,764

The number, 1,764, is due to the fact that the assistance or treatment given often falls under more than one heading, e.g., material aid and service and advice. This usually occurs when long-term casework is involved.

# Our Service to Families

## The Multi-Problem Family

During the past three years we have made various analyses of the problems being brought to us for solution with a view to improving our services. Two of our most interesting findings relate to the type of accommodation and to current marital status:

### What Kind of Home?

TABLE 1.—Percentage Distribution showing Type of Accommodation possessed by clients (based on 2 samples of 1,000 cases, 1956 and 1957)\*.

	1956	1957
Some own or are buying their home.	23%	27%
Some rent a house or flat.	10%	10%
Many live in rooms, live-in jobs, hostels or are boarding.	49%	43%
Some live in tents, caravans, etc.	4%	2%
Some are temporarily without accommodation.	11%	17%
Not known.	3%	1%

\* Figures rounded.

# What Kind of Family?

TABLE 2.—Percentage Distribution showing Current Marital Status of Clients (based on 2 samples of 1,000 cases, 1956 and 1957)\*.

	1956	1957
Some Families have Two Parents	33%	34%
<b>BUT</b> Frequently the family is broken by <i>desertion</i> .	23%	30%
Sometimes the family is broken by <i>divorce</i> .	3%	4%
Frequently the family is broken by <i>separation</i> .	11%	18%
Sometimes the family is broken by <i>death</i> .	26%	8%
Sometimes the family is broken by the <i>admission of the father/mother to an institution</i> .	4%	4%

\* Figures rounded.

## *The Problem before us*

In looking further at these figures we see a picture of inadequate accommodation and reduced family strength. To date we have not been able to make similar analyses with respect to other characteristics, but of great concern to us has been the awareness that a high proportion of referrals to Citizens' Welfare Service consists of families with multi-social problems—marital disharmony, disturbed child care patterns, economic insecurity, housing difficulties, etc.

With such families we find a basic inability to cope with the normal demands of life and a tendency for these families to sink to lower levels of existence with a decline in standards, and, if parents fail to meet the demands of normal living, there is a strong likelihood that their children also will fail.

The life of such families tends to be chaotic, and family crises are almost the order of the day. Evictions are common, and because of the frequent family moves it becomes almost impossible for the growing children to make stable contacts with anyone but members of their own families. The family tends to withdraw from normal social contacts, and can well reach a stage where its whole mode of existence is completely outside normal social living. When they do come in contact with the community, it is usually because a crisis has developed or because they have committed some infringement of law, hence such contacts that they have tend to be embarrassing and unpleasant. In the past, most of our efforts have been directed to helping with these crises as they occurred, but we have been left with the realization that the families still had numerous unsolved problems.

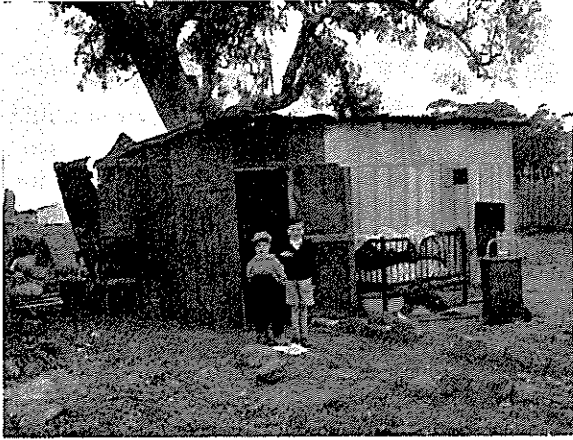
Everyone acquainted with these families is aware that their problems are both puzzling and highly resistant to change. To us it appears that a sine qua non of any effective programme is a policy which permits us to get to know the whole family over a relatively long period of time. During the past three years there has been a fivefold increase in the number of families to whom we have offered an extended service, but this is still only a small fraction of those who needed extended help. Nevertheless, the results have been sufficient to show us that it is possible to make a satisfactory relationship with these families and to increase their capacity to meet the demands of life.

Although the family service agencies are limited in the number of families they can help, their approach does represent a significant departure from established methods. To date, established welfare programmes have tended to see the family in segments and focussed largely on behaviour symptoms. With the family service agency the focus is on family relationships, both between family members and between the whole family and the rest of the community.

This means that particular social problems such as truancy, desertion, drunkenness, unemployment, etc., are viewed not as problems each having their own particular causes and their own characteristic impacts and treatment, but rather as related symptoms arising from a more or less common source. Whilst specialized services add enormously to our knowledge, they possess the serious weakness of being limited to dealing with one problem only, even when the existence of other problems is recognized.

The awareness of the importance of family relationships is no special prerogative of the family service agencies, but it is not enough to say that some problems have their origins in poor family life. We must give more attention to causes and design preventive and remedial programmes in which the family is viewed as a whole.

In order to achieve this, we must have more funds for research purposes and to train professional people. We need to have funds to carry out pilot programmes and to test existing knowledge. Perhaps, even more important, we must find a willingness of all those concerned with the promotion of family life to come together in a spirit of co-operation, each giving up something of his own separate approach.



## *Camp Pell*

*has gone...*

*An illustration of a multi-problem family is the E. family with four children under six years, who were referred to us by a hospital almoner.*

*Living in a bare three-roomed cottage remote from transport and for which they had paid a low deposit, having lived in rooms since marriage, they were now threatened with losing their home in a matter of weeks. They had made only four monthly payments since purchase was arranged two years ago. Mr. E., chronically unemployed, suffering periodically from asthma, was regarded by the neighbourhood and anyone who knew the family as a "no hoper" who did not want work. The only accessible work was heavy labouring, for which he was not really suited.*

*Over the two-year period he had continued to lose confidence, scarcely venturing outside the door even to shop at the local store two miles away and afraid to face anyone, including the Employment Service to register for benefits. Consequently, on referral, the family's only income was Child Endowment (35/- per week). The local police were threatening to take the children if they found no food in the house.*

*Mrs. E., whose childhood was spent in institutions, was determined to keep her family together, but was immobilized until someone could work with both her and her husband. Up to date no social agency, hospital, etc., who had had any dealings with the family had met Mr. E. Numerous home visits and office interviews with both family members, combined with practical help, gradually gained their confidence, enabling them to manage more effectively. We supported them financially until Government benefits were applied for and received. Help with clothing and a bicycle alleviated some immediate problems.*

*Meanwhile, we were able to sort out ownership particulars regarding their property. It was felt that, even if back payments could be met, Mr. E. would never obtain employment and gain self respect if they remained in the area.*

*The Housing Commission gave excellent co-operation, providing a house in an accessible position. We supported the family through the move, paying moving costs. The Friendly Door, 3DB, was extremely helpful in putting us in touch with several generous people who helped to provide things for the new home. The girls of a senior class of the Melbourne Church of England Girls' Grammar School, who have been working with us on an adoptive family scheme, helped with extra food at this point.*

*We assisted financially during the first few weeks in the new house.*

*Mr. E. obtained a job as a hospital wardsman, and has already been there 2½ months, despite a very patchy employment record in the past. He is gaining confidence, beginning to be liked and given more responsibility in his job. Not a week's rent has been missed.*

*... but the  
Problem remains*



It is too soon to say how permanent is this family's rehabilitation. The cost in time has been heavy, and approximately £60 financial assistance has been given to the family, but measure this against the cost of placing these four children in institutions (£30 weekly), not to mention the emotional turmoil and loss of a sense of belonging which a child almost certainly suffers when taken from his family.

Indeed there is overwhelming evidence of family breakdown in the histories of our multi-problem families, whose high cost to the community and to themselves cannot be ignored. The numbers of deserted wives, children in institutions and families on Unemployment Benefit suggest that the number of such multi-problem families in Victoria amounts to at least 20,000.

A second category of families who bring their problems to us include those in which the main problem is

### ***Disturbed Family Relationships***

*To consult us recently came the C. family—Mr C., his wife and three young children, on the point of breakdown owing to marital difficulties involving the young wife's infatuation with another man with four children of his own. Mr. C. was on the point of giving up his home and a good job to move away from the district. Mrs. C. was about to separate from her family. Skill and understanding of family relationships is needed for tackling these problems which come in increasing numbers to the agency.*

PEOPLE WITH NO ATTACHMENTS form another category of those who come to us. They are glad of the opportunity to visit a social worker who remains in one spot and who may be the one stable point in their lives. This very factor, combined with sympathetic counselling, and perhaps practical help as well, can frequently help them to reorganize their approach to life.

### ***We must face the problems of these families squarely***

It is insufficient to dismiss any family as hopeless. How can we deny help to people on the grounds that we have no answer? Medical science refuses to admit defeat and does not spare effort and expense in the search to cure and prevent apparently incurable bodily ills. Why should our community admit defeat in the search to cure and prevent social ills?

A belief in the value of every individual is sufficient justification to continue the search for a solution.

## *Services Relating to Child Care*

One large group of clients comprises those people who come to the Citizens' Welfare Service seeking help with arrangements for the care of their children when they are unable to provide, maybe to obtain, a home and to give adequate care. The majority come asking for placement of the children in institutions, but, after discussion, it becomes apparent that many of these parents really wish to maintain their family together, can find for themselves no way of doing this and can see no alternative to institutional placement. There are alternatives, and it has been found possible to maintain some of these families. It would have been possible to preserve many more if the community provided certain services more adequately. Far more readily available low rental housing is necessary, financial help is necessary on a scale which is beyond the resources of the Citizens Welfare Service or any other voluntary organisation. Eviction for rent arrears, often accumulated during sickness or unemployment, is in many cases the precipitating factor in the break-up of the family. Payment of the rent arrears would prevent the destruction of the family. More adequate subsidy would enable many parents to maintain their families thereafter.

Some of the families most difficult to hold together are those in which there is only one parent to care for the children, either the father or the mother having deserted. It is difficult for the mother who is left. There are, however, certain resources available to her. She is entitled to financial help from both Federal and State Government sources. There are day nurseries and kindergartens to provide day care for the children if the mother goes to work. The staff have been able, in some cases, to help the deserted mother to make use of these and other services, to give supplementary and particular help from the Citizens Welfare Service and to support and sustain her over long periods in keeping her family together instead of placing the children in institutions or in foster homes.

The widower or deserted husband has peculiar problems, and it is, on the whole, even more difficult for him to maintain his family. Financial benefits similar to those for a deserted wife are not available for him. He is not as well accustomed or skilled in the necessary domestic activities. Even if accommodation is available in his home, the introduction of any woman other than a close relation to serve as housekeeper and care for his children produces its own problems. It has been found possible to help very few of these men to keep their children with them.

In order to help these families for whom it seems that there is no alternative but to help the parent to place the children away from him or her, the Agency is developing a small foster care programme and maintains close links with the Children's Welfare Department. The prime need of all children is the love and care of parents in their family home. If the child's own parents cannot provide this, substitute parents can often meet the child's needs very successfully. The social worker has studied the offering foster homes carefully, has tried to suggest placement which will be congenial for both foster parents and child, and has maintained close

relationship with the child and both his own and his foster parents. She has tried to give what help and support and counsel all the people concerned may want. During the past financial year, 27 children were in foster homes for varying periods with the close supervision and help of the social worker. By this means children were provided with satisfactory family life in such circumstances as their parents' illness, separation and homelessness.

### ***Two Major Needs in Foster Care***

The consideration of the foster care programme reveals clearly two major needs. The first is for large scale financial subsidy, which could come only from government sources. The selection of foster parents is severely limited by the small financial allowance available to them for the child's board. In most cases the parents can pay a very limited amount. The Citizens' Welfare Service is unable to make sustained supplementary allowances. In most cases the foster parents must be prepared to keep the children at some financial cost to themselves. Therefore, many people who would give loving wise care are debarred from doing so by their own limited incomes.

The second need is for a small Home for study and care of those children who are too much disturbed by the experience of separation from their parents and the difficulties they have experienced in their own homes to be able to tolerate immediate placement in foster homes. A period in a small Home, well and fully staffed, could provide each child with the particular care he needs. Such a troubled child with difficult behaviour could be helped to resolve some of his problems before placement in a foster home.

### ***Elderly Citizens' Advisory Service***

The term, "elderly", is necessarily an elastic one. It includes those old in years and those "prematurely old" (often at 50) in experiences of hardship, breakdowns in family life and personality disturbances which bear a strong resemblance to those confronting many of our younger clients

While, in the early stages of this service, the apparent extension of earlier problems, in many cases, cannot be regarded too generally, the severity of these problems is at once obvious. This also shows a tendency to increase with age, aggravated by financial hardship.

Most of the older people interviewed so far have been in receipt of a pension or other statutory benefit, a high proportion being single or widowed. Amongst requests for assistance, financial aid, accommodation, employment, clothing, medical appliances and advice have figured prominently. The problems behind these requests, however, are highly individual, and can only be approached on that basis.

Marked ill-health, having a negative effect on general activity and morale, is a feature of a large number of cases. Similarly, a high incidence of neurotic or psychotic tendencies,



particularly amongst women, seriously restricts possibilities of employment, where desired, and suitability for accommodation other than institutional. This is frequently accompanied by constant dissatisfaction and desire for change, inability to "get on" with relatives and isolation. It is also accompanied by unrealistic outlook and a striking need for security, which is exemplified in the number requesting live-in positions in private households who are quite unsuited to these.

Accommodation, employment, health, income—these are some of the obvious factors in older clients' problems, but fundamental to all these is a need for advice, support, reassurance and recognition as individuals. Advice covering community facilities and provisions for the aged is a seemingly simple matter, but some of this information is surprisingly little known or understood.

*Take, for example, the case of Mrs. T., a widow of 72 years, living on her small dwindling capital, who thought she had to be destitute to qualify for an Old Age Pension.*

*Then there was Mrs. J., an Invalid Pensioner who needed advice and support with a housing problem, but was afraid to ask for this in case she was "snubbed" or considered a nuisance.*

*Another, who asked simply for help with clothing, is Miss L., aged 67, who rarely leaves her room, and who retreated from the world, when her parents died, to lavish on her cat the attention and affection she herself now lacks. And Mr. K., a signwriter for 29 years with one firm, who resigned when his wife died and has since been unable to settle or retain a job, is desperately lonely and cannot make friends.*

Common to all these people has been an inability to keep pace with the times and hold their place in society—a reminder of younger people already battling against this same problem—coupled with a tendency towards preoccupation with earlier years of greater security or with resentment of hardships in those years.

What can the Agency do about such problems? Items of clothing, a pair of spectacles, a hearing aid or repairs to a radio may alleviate the hardships of an elderly person on a low income, but what about the loneliness, the confusion of ideas and lack of self-assurance which so often accompany old age, but not necessarily result from it?

A full knowledge of community resources and provisions for the aged, coupled with the generous assistance of other agencies, is basic to an efficient and meaningful service, but beyond this lies the question of recognising the client's fundamental difficulties at a time when something more than alleviation might have been achieved.

This question is exemplified in the recent establishment, of a small experimental nature, of a private accommodation scheme which aims to suit applicants to accommodation sought by and offered to the Agency.

*One of our successes here is the case of Mrs. S., aged 70, a lonely but independent former business woman, whose medical expenses exhausted her savings. Cold and hungry in a sub-standard guest house, she wept for joy when found satisfactory private accommodation.*

But many are much less able to adapt themselves to their circumstances and surroundings than Mrs. S., and individual differences in temperament restrict the possibilities of accommodation arrangements that are satisfactory for all concerned.

The problems mentioned are typical of those presented by our older clients. The extent of these problems is undoubted, but much more needs to be known about their nature.

Our most important new development in 1957-58 was the opening of a counselling service for elderly persons who are beset by a wide range of problems. The Citizens' Welfare Service is grateful to the numerous organisations which encouraged us to develop this programme.

## ***Executive***

It was with deep regret that the Committee received the resignations of Mr. Douglas Keep, Mr. W. M. Stewart, Miss M. A. Williamson and Mrs. O. Gardiner, who have all given outstanding service to the Agency over very many years.

New members temporarily appointed to the Committee were:—

Mr. V. Hill.	Mr. A. Brockenshire.
Mr. R. A. Clarey, M.L.A.	Dr. J. S. Collings.
Dr. R. G. Brown.	

At a meeting of the Executive Committee held on 30th September, 1957, the following office-bearers were elected:—

President . . . . .	Lt.-Col. J. Summerton.
Vice-Presidents . . . . .	Professor Sir Samuel Wadham. Assoc.-Prof. Ruth Hoban.
Treasurer . . . . .	Mr. Marcus Tarrant.

## ***Life Membership***

Mr. Douglas Keep has been made a Life Member of the Citizens' Welfare Service in recognition of his work for the Agency. Mr. Keep was President from 1945 to 1957, and during his term of office set a high standard of administration, of which we are justly proud.

## Delegates

The Committee have appointed the following members to represent the Citizens' Welfare Service.

To:

The Old People's Welfare Council . . . .	Mrs. C. H. Hall. Mr. L. J. Tierney.
The Victorian Council of Social Services	Lt.-Col. J. Summerton.
The Good Neighbour Council . . . . .	Mr. A. Brockenshire.

## Social

As a result of an invitation from the Premier's Department, Mrs. C. H. Hall represented the Citizens' Welfare Service at a Tea Party to Her Majesty Queen Elizabeth the Queen Mother given by the State Government in association with the combined women's organisations of Victoria.

## Fund Raising

During the months of May and June, the Citizens' Welfare Service conducted a state-wide raffle of a Ford Customline car. The raffle was authorised by the Attorney-General.

We should like to thank all those people who assisted in the conduct of the raffle, and particularly do we wish to thank the Councils who so kindly permitted our ticket sellers to sell raffle tickets in their municipalities.

## Staff

On the 30th September, 1957, Mr. S. Greig Smith retired after 48½ years as Secretary of the Citizens' Welfare Service.

Miss E. C. Irwin has resigned to take up an appointment with the Carry On Club.

Mrs. K. Arthur has resigned, following her marriage.

New members of our staff are Miss Shirley Ramsay, who is conducting the Old People's Advisory Service, and Mrs. H. Mathew, who will be better known as Alison Player. Mrs. Mathew has taken over the Foster Care Programme.

Mr. S. J. Warrell, who was Assistant to Mr. Greig Smith, has been appointed Secretary.

Mrs. A. Brockenshire has been appointed Senior Social Worker.

The Citizens' Welfare Service wishes to record its regret at the death of Mr. Frank Rowe, C.B.E., late Director-General of the Commonwealth Department of Social Services.

Mr. Rowe played a major part in building the present Department, but above all he was known for his personal kindness and great interest in all aspects of social welfare. The voluntary social welfare agencies have lost a friend.

# Our Debt to Others

In the normal course of the year the Citizens Welfare Service works on a co-operative basis with almost every social welfare organisation in Victoria, both voluntary and governmental. To these organisations we extend our most cordial thanks.

For special assistance given in individual cases we wish to thank the Trustees of the Cato Fund, the Queen's Fund, the Society for Assisting Persons of Education and the Travellers' Aid Society, Jewish Women's Guild and members of the various Ladies' Benevolent Societies.

J. SUMMERTON, President.

S. J. WARRELL, Secretary.

## List of Contributors to the Citizens' Welfare Service

1957-1958					
BANKS—					
A. & N.Z. Bank Ltd. . . . .	£5 5 0	Burston, Samuel, & Co. Pty. Ltd. . . . .	1 1 0	Humes Ltd. . . . .	21 0 0
Bank of New South Wales	2 2 0	Bush, W. J., & Co. Aust.	2 2 0	Headley's Chocolates Ltd. Employees' Auxiliary . . . . .	5 5 0
Commercial Bank of Australia Ltd. . . . .	50 0 0	Carlton & United Breweries Ltd. . . . .	5 5 0	Imperial Chemical Industries of Aust. & N.Z. . . . .	10 0 0
Commercial Banking Company of Sydney Ltd. . . . .	1 1 0	Caro, George W., Pty. Ltd.	1 1 0	International Combustion Aust. Ltd. . . . .	2 2 0
National Bank of Australasia	6 6 0	Cash, J. & J., Employees' Welfare Fund . . . . .	2 0 0	International Harvester Co. of Aust. Pty. Ltd. . . . .	5 5 0
COMPANIES & FIRMS—		Cheney, S. A., Pty. Ltd. . . . .	1 1 0	Jack, Andrew, Dyson & Co. . . . .	2 2 0
Abrahams, A., & Sons . . . . .	1 1 0	Colonial Sugar Refining Co. Ltd. . . . .	4 4 0	Johns & Waygood Ltd. . . . .	5 0 0
Allen, Richard, & Sons (1919) Pty. Ltd. . . . .	5 5 0	Commonwealth Fertilisers & Chemicals Ltd. . . . .	3 3 0	Joubert & Joubert Pty. Ltd. . . . .	2 2 0
Ampol (Alba) Petroleum . . . . .	1 1 0	Cowan, Alex. (Aus.) Pty. Ltd. . . . .	1 0 0	Keep Bros. & Wood Pty. Ltd. . . . .	5 5 0
Apex Belting Pty. Ltd. . . . .	2 2 0	Cunningham, R. H., Pty. Ltd. . . . .	10 0 0	Kimpton, W. S., & Sons . . . . .	15 0 0
Asphalt Cold Mix (Aust.) Pty. Ltd. . . . .	2 2 0	Davies & Baird Pty. Ltd. . . . .	3 3 0	Kodak (A'sia) Pty. Ltd. . . . .	6 6 0
Aust. Consolidated Industries . . . . .	10 0 0	Dixon, Drum & Can Co. . . . .	2 2 0	Kornie Food Co. Pty. Ltd. . . . .	1 1 0
Aust. Mercantile Land & Finance Co. . . . .	4 0 0	Dunlop & Barnet Glass Rubber Companies . . . . .	3 0 0	Makower, McBeath & Co. Pty. Ltd. . . . .	2 2 0
Aust. Paper Manufacturers Ltd. . . . .	5 5 0	Electrolytic Zinc Co. of A/sia Ltd. . . . .	50 0 0	MacRobertson Pty. Ltd. . . . .	1 1 0
Aust. Paper Manufacturers Staff Charities Fund . . . . .	7 7 0	Fordigraph (Vic.) Pty. Ltd. . . . .	2 2 0	McClelland, J. S., Pty. Ltd. . . . .	3 3 0
Austral Transfers Pty. Ltd. . . . .	1 1 0	Foy & Gibson Ltd. . . . .	5 0 0	McIllwraith, John, Industries . . . . .	5 0 0
Aust. Wheat Board (Staff)	5 0 0	General Motors-Holden's . . . . .	10 0 0	McPhersons Ltd. . . . .	5 0 0
Baillieu, E. L., & C. . . . .	1 1 0	Georges Ltd. . . . .	2 2 0	Massey-Ferguson Aust. Ltd. . . . .	1 10 0
Ball & Welch Ltd. . . . .	1 1 0	Gippsland & Northern Cop. Ltd. . . . .	1 1 0	Melbourne Cricket Club . . . . .	2 10 0
Beaurepaire Tyre Service Pty. Ltd. . . . .	2 2 0	Goldsbrough Mort & Co. Ltd. . . . .	2 0 0	Melbourne Steamship Co. Ltd. . . . .	1 1 0
Bedggood & Co. Pty. Ltd. . . . .	7 7 0	Gordon & Gotch (A/sia) Ltd. . . . .	2 2 0	Metal Manufacturers Ltd. . . . .	25 0 0
Berlie Ltd. . . . .	2 2 0	Graham Campbell Ferrum Co. . . . .	5 0 0	Miller, Jas., & Co. Pty. Ltd. . . . .	1 1 0
Brighton Bowling & Tennis Club . . . . .	3 3 0	Gresham Fire & Accident Insurance Society . . . . .	2 2 0	Moran & Cato Ltd. . . . .	5 5 0
Briscoe & Co. Ltd. . . . .	1 1 0	Haigh Bros. Pty. Ltd. . . . .	1 1 0	Mosley & Kemp Pty. Ltd. . . . .	3 3 0
Broken Hill Associated Smelters Pty. Ltd. . . . .	10 0 0	Hardie, Jas., & Co. . . . .	20 0 0	Myer Emporium Ltd. . . . .	10 10 0
Broken Hill South Ltd. . . . .	25 0 0	"Herald", The . . . . .	10 10 0	New Zealand Loan & Mercantile Agency Co. . . . .	1 1 0
		Hill, J., & Sons . . . . .	5 5 0	Nicholas Pty. Ltd. . . . .	5 0 0
		Hoffman Brick & Potteries Ltd. . . . .	2 2 0	Norton, Clyde B., & Co. . . . .	2 2 0
				North Broken Hill Ltd. . . . .	25 0 0
				Nott, Alfred, Pty. Ltd. . . . .	5 5 0
				Officer & Smith . . . . .	2 2 0
				Oliver-Davey Glass Co. Pty. Ltd. . . . .	2 2 0

Patons & Baldwins Ltd. . . . .	2 0 0	Coltman, John S. . . . .	3 3 0	Dyason, E. C., Charitable Trust . . . . .	75 0 0
Payne's Bon Marche . . . . .	1 0 0	Connell, P. P., M.L.A. . . . .	1 1 0	Edments, Alfred, Estate . . . . .	150 0 0
Prestige Ltd. . . . .	25 0 0	Cook, D. L. . . . .	5 5 0	Felton, Alfred, Estate . . . . .	600 0 0
Provident Loan Society of Victoria . . . . .	15 15 0	Creswick, Mrs. H. F. . . . .	3 3 0	Hall, Walter & Eliza . . . . .	15 0 0
Richardson, Kerr Pty. Ltd. . . . .	3 3 0	Dalzell, Mrs. V. . . . .	1 0 0	Hartley, J. R., Estate . . . . .	25 0 0
Rosella Preserving & Mfg. Co. Ltd. . . . .	2 2 0	Danks, Miss A. . . . .	2 2 0	Heath, Stanley, Fund . . . . .	20 0 0
Royal Insurance Staff Benevolent Fund . . . . .	2 2 0	Fanning, W. L. . . . .	2 2 0	McKay, H. V., Charitable Trust . . . . .	250 0 0
Sanderson, John, & Co. (Holdings) Pty. Ltd. . . . .	21 0 0	Finlay, J. J. . . . .	1 1 0	McPherson, John Russell, Fund . . . . .	20 0 0
Sands & McDougall Pty. Ltd. . . . .	5 5 0	Fitzpatrick, Mrs. C., & Miss Leila Armytage . . . . .	5 0 0	Simpson, Miss K. A., Estate . . . . .	17 0 0
Sargood, Gardiner Ltd. . . . .	1 1 0	Forster, Miss C. M. . . . .	5 0 0	Sumner, T. J., Estate . . . . .	50 0 0
Secull, John R., & E., Pty. Ltd. . . . .	5 5 0	Gardener, Mrs. Olivia . . . . .	5 0 0	"Sunball" Competition . . . . .	50 0 0
Secretariat Pty. Ltd. . . . .	3 3 0	Grassick, F. . . . .	5 5 0	Syme, David, Charitable Trust . . . . .	20 0 0
Sheet Metal Working, Agricultural Implement & Stove Making Union of Aust. . . . .	5 0 0	Gregory, G. W. . . . .	1 1 0	Thomas, The W. C. F. Charitable Trust . . . . .	40 0 0
Shell Co. of Aust. Ltd. . . . .	10 10 0	Hammersley, Mrs. E. . . . .	1 0 0	Turner, Henry Gyles, Estate . . . . .	50 0 0
Steel & Co. Ltd. . . . .	1 1 0	H.L.B. . . . .	1 0 0	Turner, Helen Gyles Samaritan Fund . . . . .	13 0 0
Spartan Paints Pty. Ltd. . . . .	3 3 0	Hoban, Miss Mary C. . . . .	0 10 0	Williams, The Truby & Florence, Charitable Trust . . . . .	200 0 0
Stephens, F. H. (Vic.) Pty. Ltd. . . . .	2 2 0	Holman, Barbara E. T. . . . .	2 2 0	WELFARE AGENCIES—	
Strachan & Co. Ltd. . . . .	1 1 0	Hornabrook, Mrs. E. W. . . . .	1 1 0	Aust. Assoc. of Social Workers . . . . .	1 0 0
Sun News-Pictorial . . . . .	10 10 0	Howard, Mrs. A. B. . . . .	0 15 0	Aust. Assoc. of Occupational Therapists . . . . .	3 3 0
Swallow & Ariel Ltd. . . . .	2 2 0	Inglis, John A. . . . .	1 1 0	Flower Day Appeal . . . . .	10 4 11
Taylor, Stuart, Pty. Ltd. . . . .	2 2 0	Inglis, Roberta . . . . .	1 1 0	Infant Welfare Section, Royal Victorian College of Nursing . . . . .	1 1 0
Union Steamship Co. of N.Z. . . . .	1 1 0	James, Allan G. . . . .	2 2 0	Lord Mayor's Fund . . . . .	100 0 0
Vacuum Oil Co. Pty. Ltd. . . . .	5 5 0	Jewell, R. G. . . . .	2 2 0	Melbourne Hebrew Ladies' Benevolent Society . . . . .	1 1 0
West Footscray Engineering Works Pty. Ltd. . . . .	2 0 0	Johnston, J. D. . . . .	1 0 0	Melbourne Jewish Women's Guild . . . . .	1 1 0
Wenz & Co. . . . .	1 1 0	Keep, Douglas . . . . .	5 5 0	Mission of St. James & St. John . . . . .	2 2 0
Wills, W. D., & H. O. (Aust.) Ltd. . . . .	10 10 0	Kemelfield, Mrs. D. . . . .	2 2 0	Presbyterian Church of Victoria . . . . .	10 10 0
Woodrow Corporation . . . . .	2 2 0	King, Thomas . . . . .	2 2 0	Queen's Fund . . . . .	10 0 0
Wynn, S., & Co. Pty. Ltd. . . . .	10 10 0	Kumm, Mrs. F. G. . . . .	1 1 0	Services' Canteens Trust Fund . . . . .	25 0 0
HOSPITALS—		Lampe, F. E. . . . .	2 2 0	Society to Assist Persons of Education . . . . .	3 3 0
Alfred . . . . .	2 2 0	Lansbury, H. . . . .	10 0 0	South Melbourne Community Chest . . . . .	20 0 0
Royal Melbourne . . . . .	1 1 0	Leeper, Miss V. A. . . . .	5 0 0	St. Vincent de Paul Society . . . . .	3 10 0
Royal Women's . . . . .	3 3 0	Lempriere, Mrs. A. . . . .	1 0 0	Time & Talents Society . . . . .	2 2 0
Queen Victoria Memorial . . . . .	2 2 0	Linden, W. H. . . . .	2 2 0	RELIEF FUND—	
MUNICIPALITIES—		Loder, Mrs. A. . . . .	0 6 0	Anderson, Dr. A. S. . . . .	2 2 0
Brunswick . . . . .	5 0 0	Lowen, Dr. W. . . . .	1 0 0	Anonymous . . . . .	2 2 0
Caulfield . . . . .	5 0 0	Lush, Mrs. D. . . . .	5 0 0	Barber, Miss I. V. . . . .	2 0 0
Coburg . . . . .	2 2 0	Lush, Miss M. M. . . . .	35 0 0	Burston, Samuel, & Co. Pty. Ltd. . . . .	0 10 6
Melbourne . . . . .	60 0 0	Macauley, Mrs. J. A. . . . .	5 0 0	Creswick, Mrs. H. F. . . . .	2 2 0
Northcote . . . . .	2 0 0	Mackay, Mrs. A. M. . . . .	1 1 0	Danks, Miss A. . . . .	2 2 0
St. Kilda . . . . .	3 3 0	Miller, N. A. . . . .	5 0 0	Edments, Alfred, Estate . . . . .	50 0 0
PRIVATE CITIZENS—		Mitchell, Mrs. Tony . . . . .	2 0 0	Felton, Alfred, Estate . . . . .	500 0 0
Amies, Sir Arthur . . . . .	1 1 0	Munro, Mrs. I. . . . .	1 0 0	Finlay, J. J. . . . .	1 1 0
Anderson, Dr. A. S. . . . .	8 0 0	Myer, Mrs. S. Bailieu . . . . .	1 1 0	Flack, Marian & E. H., Trust . . . . .	200 0 0
Anonymous . . . . .	0 10 0	Nedrelid, K. M. . . . .	1 3 0	Foy & Gibson Ltd. . . . .	3 0 0
Anonymous . . . . .	1 0 0	Orbuck, Mrs. L. . . . .	2 2 0	Hornabrook, Mrs. E. W. . . . .	2 2 0
Anonymous . . . . .	5 0 0	Philpott, R. . . . .	1 1 0	Keep Bros. & Wood Pty. Ltd. . . . .	5 5 0
Anonymous . . . . .	5 0 0	Richie, J. M. . . . .	5 0 0	Kimpton, W. S., & Sons . . . . .	10 0 0
Anonymous . . . . .	10 10 0	Ripper, H. . . . .	5 0 0	Lush, Miss M. M. . . . .	15 0 0
Ashton, Dr. Margaret . . . . .	5 5 0	Robertson, Norman . . . . .	3 0 0	Myer Emporium Ltd. . . . .	5 5 0
Bagot, Miss N. . . . .	5 0 0	Russell, Alan H. . . . .	2 2 0	Patons & Baldwins Ltd. . . . .	3 0 0
Baillie, Thomas . . . . .	3 3 0	Schuchard, R. A. . . . .	5 0 0	Sargood, Gardiner Ltd. . . . .	1 1 0
Barber, Miss I. V. . . . .	13 0 0	Scott, A. L. . . . .	7 0 0	Scott, A. L. . . . .	3 0 0
Bauer, Dr. F. . . . .	2 0 0	Seward, Mrs. E. . . . .	3 3 0	Smeal, Dr. J. A. . . . .	1 1 0
Beenie, Mrs. P. . . . .	2 2 0	Slee, Edgar . . . . .	2 2 0	Smibert, Mrs. C. . . . .	1 0 0
Brett, Dr. P. G. . . . .	1 1 0	Smeal, Dr. J. A. . . . .	2 2 0	Smith, Mrs. E. D. . . . .	1 0 0
Broadbent, Miss L. H. . . . .	1 0 0	Smibert, Mrs. C. . . . .	1 0 0	Stewart, Lady . . . . .	3 3 0
Brockenshire, A. . . . .	2 1 0	Steward, Mrs. E. D. . . . .	1 0 0	Stillwell, Miss O. . . . .	5 0 0
Browne, Mrs. Georgina . . . . .	2 2 0	Stewart, Mrs. E. D. . . . .	3 3 0	Studd, Miss V. M. . . . .	2 0 0
Buck, Misses Jenny & Anne . . . . .	1 1 0	Stewart, Mrs. E. D. . . . .	3 3 0	Summerton, J. . . . .	7 18 6
Buck, Judith, Phillip & Michael . . . . .	1 1 0	Stewart, Mrs. E. D. . . . .	3 3 0	Syme, Dr. G. R. A. . . . .	3 3 0
Buck, Mr. & Mrs. N. W. . . . .	1 1 0	Stewart, Mrs. E. D. . . . .	3 3 0	Thompson, L. W. . . . .	25 0 0
Buck, Mr. & Mrs. W. W. . . . .	1 1 0	Stewart, Mrs. E. D. . . . .	3 3 0	Turner, Dr. Elizabeth . . . . .	2 2 0
Burnell, R. . . . .	10 0 0	Stewart, Mrs. E. D. . . . .	3 3 0	Stafford, T. L. . . . .	1 1 0
Cass, Dr. N. M. . . . .	2 0 0	Stewart, Mrs. E. D. . . . .	3 3 0	Swinburne, Mrs. G. . . . .	8 0 0
Chaffer, Mrs. A. K. . . . .	1 1 0	Stewart, Mrs. E. D. . . . .	3 3 0	Syme, D. York . . . . .	1 1 0
		Stewart, Mrs. E. D. . . . .	3 3 0	Vanderkelen, R. . . . .	3 3 0
		Stewart, Mrs. E. D. . . . .	3 3 0	Wainwright, W. E. . . . .	10 0 0
		Stewart, Mrs. E. D. . . . .	3 3 0	Weickhardt, L. W. & F. M. . . . .	2 2 0
		Stewart, Mrs. E. D. . . . .	3 3 0	Wettenhall, Dr. R. R. . . . .	2 2 0
		Stewart, Mrs. E. D. . . . .	3 3 0	White, Dr. A. E. Rowden . . . . .	3 3 0
		Stewart, Mrs. E. D. . . . .	3 3 0	TRUSTS—	
		Stewart, Mrs. E. D. . . . .	3 3 0	Baker, Thomas (Kodak) & Alice & Eleanor Shaw . . . . .	25 0 0
		Stewart, Mrs. E. D. . . . .	3 3 0	Benefactions . . . . .	25 0 0

# CITIZENS' WELFARE SERVICE OF VICTORIA.

## Balance Sheet as at 30th June, 1958

		LIABILITIES:			ASSETS:		
		Administration Fund	Trust Fund	Total	Administration Fund	Trust Fund	Total
<b>Accumulated Funds.</b>							
Balance, 1st July, 1957	£14,995 12 0						
Add Surplus on Sale of Land and Buildings	19,025 8 8				£10,966 19 0		£12,134 0 0
	£34,021 0 8				1,167 1 0		
Less Net Loss on Sale of Investments	£292 12 7					£1,340 0 0	
Excess of Expenditure over Income for the year	3,379 1 2						
	3,671 13 9	£30,349 6 11		£30,349 6 11			
<b>Trust Funds.</b>							
Held for General Distribution			£1,620 19 5			1,187 18 9	
Held for Special Distribution			981 10 9	2,602 10 2		34 11 5	
Loan secured by Mortgage		3,500 0 0		3,500 0 0	20 0 0	40 0 0	1,282 10 2
<b>Bank Overdraft.</b>							
Australia & New Zealand Bank Ltd. General Account—overdrawn	£9,456 1 9						
Less Raffle Account—In funds	6,101 8 8	3,354 13 1		3,354 13 1			
		£37,204 0 0	£2,602 10 2	£39,806 10 2	£37,204 0 0	£2,602 10 2	£39,806 10 2

To the Committee,

CITIZENS' WELFARE SERVICE OF VICTORIA.

Ladies and Gentlemen,

We have audited the Books of the Society for the year ended 30th June, 1958. We report that the accompanying Balance Sheet and Statement of Receipts and Payments are properly drawn up and exhibit a true and correct view respectively of the state of the Society's affairs at 30th June 1958 and of the cash transactions of the Society during the year ended that date as shown by the Books of the Society.

All disbursements from Trust Funds have been made without deduction for administration.

(Signed) YOUNG & OUTHWAITE,

Chartered Accountants (Aust.).

Melbourne.

29th September 1958.

# Statement of Receipts and Payments for the Year Ended 30th June, 1958.

RECEIPTS		PAYMENTS	
	Administration Fund	Trust Fund	Total
To Balance, 1st July, 1957	£20 0 0	£1,260 2 4	£1,280 2 4
Trust Fund Receipts:			
For General Distribution		953 8 10	
For Special Distribution		2,078 15 1	
Income from Investments		45 7 6	
Transferred from Administration Fund		2,325 0 0	5,402 11 5
Administration Income:			
Donations	1,488 15 5		
Subscriptions	1,078 2 0		
Rent Received	174 0 0		
Income from Investments	127 5 6		
Special Appeal	352 16 0		
Waste Collection	916 3 4		
Hospital and Charities Commission	1,000 0 0		
Raffle Proceeds—to date	6,277 13 6		
Interest on Mortgage	780 0 0		12,194 15 9
Capital Receipts:			
Deposit on Land and Buildings	12,500 0 0		
Commonwealth Bonds and Inscribed Stock Sold (£2,590)	2,297 7 5		
Furniture and Fittings	135 0 0		
Loan Secured by Mortgage	3,500 0 0		18,432 7 5
Balance—Net Overdraft at 30th June, 1958	3,354 13 1		3,354 13 1
			£34,001 16 3
			£40,664 10 0
			£5,265 13 0
By Balance, 1st July, 1957		£5,265 13 0	
General Grants			£3,141 18 11
Disbursement of Special Funds			2,258 4 8
Administration Expenditure:			
Salaries	7,565 17 4		
Postage and Telephone	281 3 5		
Traveling Expenses	133 18 7		
Printing and Stationery	219 19 4		
Electric Current	57 11 5		
Office Cleaning	174 17 6		
Rates and Taxes	42 11 7		
Insurance	40 18 6		
Repairs	5 10 8		
Rent paid	105 17 2		
Legal Fees	112 14 5		
Mortgage Fees	38 15 0		
Interest on Mortgage	122 10 0		
Raffle Expenditure—to date	576 4 10		
Sundry Expenses	506 10 8		
Transferred to Trust Fund	2,325 0 0		
Long Service Leave and Retiring Allowances	4,563 16 6		4,563 16 6
Capital Expenditure:			
Land and Buildings—			
Balance	7,650 0 0		
Renovations	2,466 19 0		
Furniture and Fittings	1,005 8 7		
Commission paid on Sales of Land and Buildings	570 0 0		
Advertising	149 18 9		11,842 6 4
Balance, 30th June, 1958:			
Cash at Bank	20 0 0	1,222 10 2	1,222 10 2
Petty Cash	20 0 0	40 0 0	40 0 0
	£34,001 16 3	£6,662 13 9	£40,664 10 0

## CITIZENS' WELFARE SERVICE OF VICTORIA. Investments.

ADMINISTRATION FUND		TRUST FUNDS	
	Book Value	Received Income	Face Value
Shares in Company:			
Provident Loan Society of Victoria Ltd.	£1,050 0 0	£84 0 0	£250 0 0
1,050 Shares of £1 each	£1,050 0 0		200 0 0
As per Balance Sheet	£1,050 0 0		150 0 0
Interest Received on Inscribed Stock and Bonds sold during the year		43 5 6	540 0 0
As per Statement of Receipts and Payments		£127 5 6	200 0 0
			£1,340 0 0
			£45 7 6

**MR. STANLEY GREIG SMITH**  
F.C.I.S., J.P.

During the 48 years that Mr. Greig Smith has been Secretary of the Citizens' Welfare Service of Victoria (late Charity Organisation Society) he has assiduously applied himself to the study of charitable relief and organised benevolence, upon which subjects he has become a recognised authority in this State and elsewhere.

His advice and co-operation have been increasingly sought by philanthropic agencies, as well as in the shaping of relevant legislation, and in the organisation of efforts designed to solve the problems and meet changing conditions of our modern social life.

Mr. Greig Smith's knowledge and practical experience have been available at all times to students and social workers.

For principles and practices in charitable relief, Mr. Greig Smith has proved himself an able, courageous and convincing exponent and advocate. The qualities of mind and character manifested by him in his work have earned for him the confidence and respect of the community.

Thank you, Mr. Greig Smith.