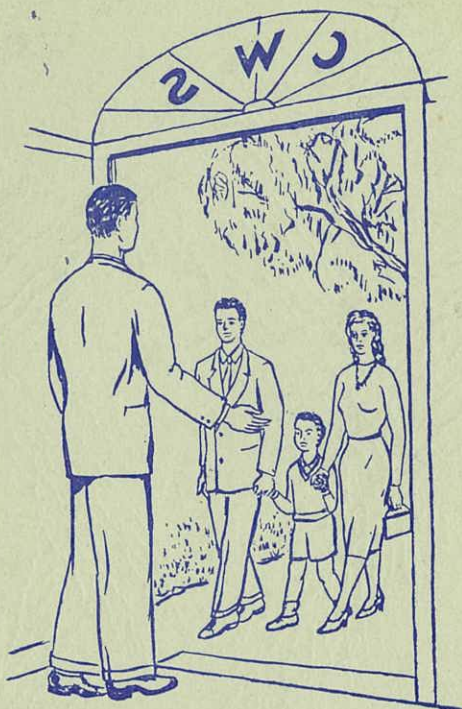


J. S. MCCLELLAND PTY. LTD.
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**CITIZENS WELFARE SERVICE
OF VICTORIA**



73rd Annual Report

Year Ending, 30th June, 1960

**62 Victoria Parade, East Melbourne
Victoria**

The Citizens' Welfare Service of Victoria

OFFICE-BEARERS AND EXECUTIVE COMMITTEE

as at 30th JUNE, 1960.

President:

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

Vice-Presidents:

Professor Sir Samuel Wadham, Kt., M.A., LL.D.

Associate Professor Ruth Hoban, B.A., B.Com., Dip. Ed.

Hon. Treasurer:

Mr. Marcus Tarrant, A.S.A.

Executive Committee:

Mr. A. Brockenshire.

Mr. R. A. Clarey, B.Com., F.C.A.(Aust.), M.L.A.

Dr. J. S. Collings, B.Agr., M.B., B.S.

Professor R. I. Downing, B.A., Dip.Ec.(Cantab.).

Mrs. C. H. Hall.

Mr. V. A. Hill, A.C.I.S.

Mr. G. More.

Mrs. J. Scratton.

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. D. H. Batchelor.

THE PRESIDENT'S MESSAGE.

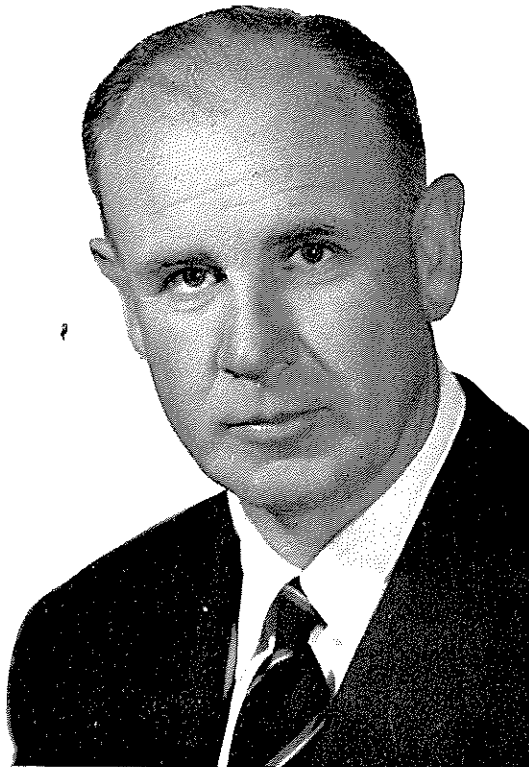
I feel that we may be justly proud of our efforts in the past year to bring about a better understanding of the social welfare needs that exist in our community and of the endeavours made to restore more satisfactory social conditions for the many people who have sought our help.

Big increases in population and the influx of migrants, together with the shortage of housing, have thrown a burden on the Citizens' Welfare Service.

As usual, we have done our best. We are thankful to our loyal band of contributors, and those charitable trusts who have continued their support. They have enabled us to carry on our important tasks.

To the staff, who have been untiring in their efforts, and on behalf of all concerned, I convey our appreciation and sincere thanks.

We look forward to continuing our efforts to provide a service which we feel has come to be looked upon as an essential in the community.



Yours sincerely,

John Ammerston

FAMILY AND MARRIAGE COUNSELLING.

The central core of C.W.S. work is creative counselling and planning directed to strengthening and developing the unity of troubled families who seek our help. Stable, happy family life is necessary for children to become responsible, mature adults capable of nurturing their own children wisely and well.

Harmony between husband and wife, the parents, is, of course, the essence of good family functioning; therefore much of this work is devoted to marriage counselling, that is, helping the marriage partners to understand each other and themselves better, and meet each other's needs, to gain happiness and strength in this relationship. The needs and problems of each child are considered as they arise and as the parents feel the need for guidance. Problems of practical management, employment, housing, illness, financial stress and so forth are dealt with as they arise. The social worker is in many cases the family's "best friend," to whom they turn for support and strength in time of trouble, often for very long periods, up to years.

The services and benefits of many organizations, governmental and voluntary, and of private citizens are enlisted on behalf of our clients. Warm thanks are expressed here for the help and co-operation so generously given.

A middle-aged woman came to the Citizens' Welfare Service, saying that she had definitely decided to leave her husband, his erratic and unkind behaviour had hurt her for too long, and now that their children were adults she felt free to leave home. She wanted advice about her legal position and the possibilities open to her for employment, accommodation, Government benefits and so on.

In conversation it became apparent that this marriage still held strengths, that this wife still had some affection for her husband that he indeed was completely dependent upon her. The husband, whose unhappy, deprived childhood left him with many needs and personality difficulties, had demanded from his wife much that he had lacked from his own mother. She had sufficient strength and maturity to meet most of his needs and to tolerate his odd behaviour. Their life in Glasgow before migrating to Australia five or six years ago had been busy, surrounded by neighbours, the wife had worked in order to supplement the income, and had enjoyed the relative independence and interest this gave her. The move to Australia created strains for the family. They had been unable to obtain an established home until they decided to buy their present home in a very remote area. Their financial situation was insecure. The district provided very little companionship and no opportunities of work. Their children also had experienced difficulties in establishing themselves, and at present a married daughter and her family were sharing the home. Tension had mounted without the compensations their life in Glasgow had provided until this wife felt that she could endure no more.

In four interviews a social worker helped to relieve the tension, helped the woman to understand more clearly the reasons for her husband's behaviour and the things that he needed essentially from her — acceptance, and constant demonstration of affection and approval. She came to realise that her marriage and home still meant more to her than freedom from its tribulation, and she decided to remain with her husband. The social worker arranged for her to join a local organisation which provides companionship and leisure interests, and has discussed the possibility of part-time employment in the nearest industrial area.

The husband did not respond to an invitation to talk with the social worker, but his own anxiety and difficult behaviour have lessened with his wife's changed feelings. She knows that she can come to the social worker at any time for further discussion.



A marriage preserved and family kept intact.

TRENDS.

Our clientele shows a marked increase in the proportion coming from comparatively well-educated and high-income groups who have economic stability and the capacity to manage their practical affairs. These clients seek personal counselling over their marital relationships and their families' behaviour problems in childhood and adolescence. The community recognizes increasingly the value of social work training for this counselling.

CHILD CARE SERVICES.

A very large number of clients continue to come to the Citizens' Welfare Service for advice about the care of their children, often suggesting institutional placement or the securing of a housekeeper for little or no payment. The majority of these people are deserted wives and husbands who find it impossible to earn and simultaneously to care for their home and children. The staff try by all means at their disposal to preserve the family intact rather than to arrange placement for the children, but in many cases this is impossible. The provision of a Government-subsidized Homemaker Service would provide a satisfactory solution for many such families.

For 13 children, foster care placements have been arranged during the year. Insufficient staff and finance have prevented greater development of this special service, a very regrettable limitation, as the requests are numerous. Experience shows that care in a family as a member of that family provides the happiest and most constructive alternative for a child deprived of his own parents and home. We are deeply grateful to the foster parents and families who have welcomed and cherished the children placed with them.

Most of these children have come from homes broken by desertion or marital conflict and need all the loving, patient nurture to restore them.



**Diagnosis:
A TROUBLED HOME.**

RELIEF.

The greatest demands on C.W.S. relief funds are caused by the plight of families awaiting the payment of Government Benefits and Pensions in times of sickness, old age, unemployment, widowhood or desertion. A considerable delay prevails before payment of the existing allowances, in many cases a delay of several weeks. At these times countless families are literally without money and have no resources to fall back upon. Many such families are referred to the Citizens' Welfare Service by officers of the Government Departments themselves and by other organizations, with the request that C.W.S. provide for them during this waiting time. The combined help of all the voluntary relief-giving agencies is totally inadequate to meet this need. Families perforce seek help from a number of agencies simultaneously, debts accumulate, the standard of living and of health suffers.

A man, his wife and four children were awaiting receipt of Sickness Benefit during his serious illness. As no one agency could give adequate assistance, the Citizens' Welfare Service paid rent for four weeks to prevent eviction from their Housing Commission home, the local Benevolent Society provided food orders, and a church organization supplied essential clothing for the children whose lack of shoes kept them home from school.

Most urgently needed in Victoria is Government finance available immediately for families in times of emergency. Some such form of Public Assistance is provided in most other countries and other Australian States.

ELDERLY CITIZENS' ADVISORY SERVICE.

As in previous years, very many of our elderly clients have been entirely dependent on pensions. The rising cost of living has intensified the hardships they experience in trying to meet every-day living costs of rent and food. Without help from relatives and friends, which so many of them lack, other essential requirements, such as warm clothing, surgical appliances and medicines have seemed even further from their reach.

A growing number of older clients are those who are not eligible for full pensions owing to the means test on property. Yet these assets do not yield sufficient income to provide for every-day needs. These people have come to the Citizen's Welfare Service because they have no one to advise them on how they might best manage to live under these circumstances, and our individual counselling service is thus important to them.

An increasing amount of time is being devoted to the problems of elderly confused and senile people. In a number of cases their plight has been brought to our notice when they have been obliged to leave their present accommodation and move elsewhere. Some require much help in adapting themselves to new surroundings, while others have been found suffering from loss of memory and incapable of caring for themselves adequately. They need some sort of institutional care, but as most Homes have long waiting lists for admission this is virtually impossible to arrange at short notice. Additional difficulties arise when the degree of confusion or senility is such that the elderly person will require more attention and time than staff can devote to any one resident. Some of these people have to be committed to mental hospitals because there is no appropriate provision for them. This problem affects many families in every walk of life, and well merits study by the community.



Hearing restored and a gift of clothing brings joy to an elderly client.

FAMILIES AND INDIVIDUALS SEEKING C.W.S. HELP.

Last year 1,477 troubled families and individuals sought our help. They were referred to us by: Hospital Almoners, Ex-Service Agencies, Voluntary Welfare Agencies, Government Departments, Doctors, Police, Ministers of Religion and from miscellaneous sources.

To help these troubled people, our social workers gave thousands of individual interviews and arranged assistance in the following ways:—



Service and Advice, Consultation	920
Material Aid from our Funds	560
Assistance arranged from appropriate sources	208
Hearing Aids supplied	73
Hearing Aid Applications on Waiting Lists	75
Child Placement, Counselling and Foster Care	36
Cases withdrawn or no action taken	23

SPECIAL GRANTS.

In addition to financial help given from C.W.S. funds, special grants have been obtained from certain Charitable Trust Funds and private friends of the Citizens' Welfare Service. These grants have been of crucial importance in the intensive casework we have offered these families. They have in all cases been used most constructively by the clients, and the donors' generosity calls for our deepest gratitude.

A number of these gifts made it possible for the families to hold or to obtain a home, the primary need for family life. A widow struggling to allow the eldest of her three children to complete secondary education accumulated rent arrears and had an eviction order from the Commission. A grant of £15 paid the arrears, the family still have their home. A deserted wife with four children was offered a country house. She rejected this opportunity to leave the greatly overcrowded and unhappy living arrangements suffered for five years because she could not pay fares or removal costs. A grant of £20 made her move possible.

A professionally qualified woman had to leave her position temporarily for the birth of her third child. Her husband had one of his frequent admissions to a Psychiatric Hospital, and the family's income was Sickness Benefit. A grant of £35 paid their rent and electricity account until she could resume work.

An elderly Pensioner, cultivated and sensitive, was provided with £25 for repairs to her artificial limb.

£75 from two sources supplemented the board which young parents were paying to a foster mother who cared for two of their children during the wife's prolonged illness and a period of unemployment for the father. Without this help the children would have become wards of the State and entered an institution.

COMMUNITY RELATIONS.

The staff addressed numerous meetings of church groups, Country Women's Association and other organizations about the work of the Citizens' Welfare Service and have lectured on social services and casework methods of helping people to groups such as a Seminar on Pastoral Counselling for Anglican clergy and students of the Presbyterian Deaconesses' Training College. Talks on special aspects of social welfare have been given at meetings of Old People's Welfare Council, a Seminar arranged by the Victorian Family Council and a week-end Conference on Voluntary Organizations. Visits have been exchanged with organizations whose work is complementary to that of the Citizens' Welfare Service.

Work on matters of importance to the Citizens' Welfare Service has been undertaken in conjunction with Committees of Victorian Council of Social Service and Australian Association of Social Workers. These subjects include the use of Central Index, the need for a Homemaker Service, the need for Government Benefits payable immediately, employment for 40-50 age group, and the newly established Social Welfare Branch, Chief Secretary's Department.

The Citizen's Welfare Service was represented in Canberra at a conference called by the Federal Attorney-General of a number of organizations offering marriage guidance.

By these means the staff carry out the agency's responsibility to use the knowledge and understanding of social needs gained in daily contact with clients for the purpose of community education and social action designed to relieve these needs.

LINK WITH INTERNATIONAL SOCIAL SERVICE.

Negotiations that have extended over the past two years culminated in the link with International Social Service, an Association which renders services to individuals whose problems have arisen as a consequence of migration and the solution of which involves action in more than one country. We are most pleased to accommodate under our roof this organization which does much to contribute to the welfare of migrant people. A warm welcome is extended to the Executive Committee of the Australian Branch and to the Director, Miss Margaret Kelso, and we look forward to a relationship that will mutually benefit both parties.

SOCIAL WORK EDUCATION.

The training for social work provided by the University Department of Social Studies combines academic with field work. The Citizens' Welfare Service, one of the many agencies which offer facilities for students to work under the guidance of qualified, experienced social workers, is regarded as one of the key training centres, being the only undenominational family service agency. Student training and the close co-operation with the University is one of the most stimulating and rewarding phases of C.W.S. work.

Nine students in their first, second and third years of training worked at the Citizens' Welfare Service during the past year.

PUBLIC APPEAL.

Our eagerly awaited public appeal, due to be launched in July, has been titled "Project Good Samaritan." A target of £30,000 has been set and a Committee of leading businessmen, under the chairmanship of Professor Sir Samuel Wadham, has been formed to conduct the Appeal. We have been honoured by the acceptance by Sir John Latham, G.C.M.G., of Patron of "Project Good Samaritan," and are confident that the funds needed to meet the ever-increasing demands being made on our services will be obtained. It is our intention to carry out a public education campaign simultaneous with the drive for funds and publicity will be directed accordingly.

EXECUTIVE.

It was with regret that the Committee accepted the resignation of Mrs. L. Orbuck and Dr. P. Fensham. Their untiring efforts in the control and management of the Citizens' Welfare Service was greatly appreciated and their valued help will be sadly missed.

Mrs. J. Scratton, of the Probation and Parole Board, accepted the invitation to join the Committee, and we count ourselves fortunate in having obtained her services.

HEARING AID SERVICE.

Now in its seventh year of operation our hearing aid service, the only one of its kind in Australia, was instrumental in providing 73 of these appliances to deaf, aged and invalid pensioners last year, bringing the total supplied to more than 500. Applications for the issue of hearing aids, however, are greatly in excess of the number available, and it is hoped that the waiting list will be substantially reduced in the near future.

The aids are issued free through the co-operation of the Hearing Aid Distributors Section of the Melbourne Chamber of Commerce with the Citizens' Welfare Service, and the success of the scheme is dependent on these factors:



- (1) Donations by the public of hearing aids no longer required.
- (2) The reconditioning of donated sets free of charge by hearing aid firms, who also make arrangements through Audigene Acoustics to prepare ear moulds.
- (3) The testing of applicants by experts made available by firms co-operating with the Citizens' Welfare Service in the scheme.
- (4) The donation by the Eveready Company of batteries required for the initial installation.

DELEGATES.

The Committee has appointed the following members to represent the Citizens' Welfare Service:—

The Good Neighbour Council — Mr. L. J. Tierney.

The Old People's Welfare Council — Miss S. Ramsay and Mr. L. J. Tierney.

The Victorian Council of Social Service — Lieut.-Col. J. Summerton.

The Victorian Family Council — Mr. L. J. Tierney.

National Council of Women — Mrs. A. Mathew.

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 organization in Victoria, both Voluntary and Governmental. For the considerable help they have extended we ask that they accept our sincere thanks.

For special assistance in individual cases our thanks are extended to the Trustees of the Cato Fund, Queen's Fund, Society for Assisting Persons of Education, Jewish Women's Guild, Time and Talents Society, and members of the various Ladies' Benevolent Societies.

STAFF.

Mr. L. J. Tierney, Director of Social Work and Research, was granted 12 months' leave of absence to accept a post with the University of Melbourne, which offered him the opportunity to research more intensively into social welfare needs.

Mrs. Mathew, Senior Social Worker, was promoted to Acting Director of Social Work and Miss Deidre Fuller was welcomed to the staff of social workers.

J. SUMMERTON, President.

D. H. BATCHELOR, Secretary.

CONTRIBUTIONS TO C.W.S. ARE TAX DEDUCTIBLE.

CITIZENS' WELFARE SERVICE OF VICTORIA.

Balance Sheet as at 30th June, 1960.

LIABILITIES.		ASSETS.	
	Administration Fund	Trust Fund	Total
Accumulated Funds	£24,423 7 10		£24,423 7 10
Trust Funds:			
General		£1,962 16 1	
Special		370 6 4	2,333 2 5
Sundry Creditor	12 17 0		12 17 0
Special Appeal:			
Donations Received in Advance, as per contra	2,834 12 0		2,834 12 0
	<u>£27,270 16 10</u>	<u>£2,333 2 5</u>	<u>£29,603 19 3</u>
Fixed Assets:			
Land and Buildings, at cost		£10,966 19 0	
Furniture and Fittings			£1,282 1 0
Less Provision for Depreciation		90 6 0	
Investments (as per Schedule page 4):			
Commonwealth Government Treasury Bonds at face value		£1,090 0 0	
Fixed Deposits		6,500 0 0	
Melbourne & Metropolitan Board of Works Debentures		3,000 0 0	
Sundry Debtors		240 17 3	10,590 0 0
Cash at Bank and on Hand:			
Australasia & New Zealand Bank Ltd.—Administration Account		516 13 7	
Trust Account		280 6 4	
Relief Account		922 16 1	
Special Appeal Account, as per contra		2,834 12 0	
Australasia & New Zealand Savings Bank Ltd.		2,000 0 0	
Petty Cash		20 0 0	
		<u>£27,270 16 10</u>	<u>£2,333 2 5</u>
			<u>£29,603 19 3</u>

To the Committee,
 CITIZENS' WELFARE SERVICE OF VICTORIA.
 Ladies and Gentlemen,
 We have examined the Accounts of the Society for the year ended 30th June, 1960, and report that in our opinion such Accounts and the above Balance Sheet and the accompanying Income and Expenditure Account are properly drawn up so as to give a true and fair view of the state of the Society's affairs.
 (Signed) YOUNG & OUTHWAITE,
 Chartered Accountants.
 Melbourne.
 20th September, 1960.

DONATION SLIP

The Secretary,
Citizens' Welfare Service of Victoria,
62 Victoria Parade,
East Melbourne, C.2.

I am enclosing my donation of £ : :

Name

.....

Address

.....

REMEMBER

Contributions to C.W.S. are tax deductible.

FORM OF BEQUEST

"I give and bequeath to the Treasurer for the time being of the Citizens' Welfare Service of Victoria to be applied for the purposes of the said Citizens' Welfare Service of Victoria.....

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