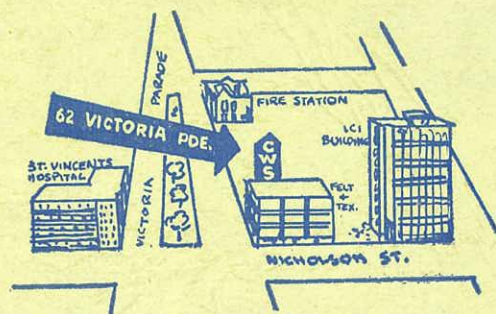


C.W.S.



CHEERFULLY, WILLINGLY, SPEEDILY,
GIVES HELP TO THOSE PEOPLE WHO ARE IN NEED OF HELP

CITIZENS WELFARE SERVICE OF VICTORIA

(Family and Community Welfare Service)

Seventy Fifth Annual Report

Year Ending, 30th June, 1962

Telephones:
32 1729 - 32 3572

62 Victoria Parade,
East Melbourne, C.2.

The Citizens Welfare Service of Victoria

Patron: The Right Honourable Sir John Latham, G.C.M.G.

Vice-Patron: Professor Sir Samuel Wadham, Kt., M.A., LL.D.



OFFICE-BEARERS, EXECUTIVE COMMITTEE AND LADIES' COMMITTEE as at 30th JUNE, 1962.

President:

Mr. Marcus Tarrant.

Vice-President:

Lieut.-Col. J. Summerton.

Honorary Treasurer:

Mr. V. A. Hill.

Executive Committee:

Mr. R. A. Cleary.

Mrs. H. Coldham.

Associate Professor Ruth Hoban.

Dr. H. F. Leatherland.

Mr. G. More.

Mr. L. J. Tierney.

Honorary Financial Adviser:

Mr. Louis Nelken.

Honorary Legal Advisers:

Messrs. Madden, Butler, Elder & Graham.

Auditors:

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

Psychiatric Consultant:

Dr. L. Guile.

Secretary:

Mr. Doug Batchelor.

Director of Social Work:

Mrs. C. Benn.

Appeals Secretary:

Mrs. Iris Clarke.

President:

Lady Knox.

Vice-Presidents:

Lady Clarke.

Mrs. L. Curtis.

Lady Heyes.

Mrs. Hamilton Sleigh.

Honorary Secretary:

Mrs. F. Gilder.

Assistant Honorary Secretary:

Mrs. G. Docker.

Honorary Treasurer:

Mrs. A. Atkinson.

Committee:

Mrs. G. Alderton.

Mrs. L. L. H. Atkinson.

Mrs. C. Austin.

Mrs. E. Avery.

Mrs. I. Baillieu.

Mrs. T. Carlyon.

Mrs. H. Coldham.

Mrs. L. Frankel.

Mrs. E. Gray.

Mrs. A. Grant.

Mrs. F. Hobil Cole.

Mrs. J. Inman.

Mrs. P. N. Johnson.

Mrs. E. Angus Jones.

Mrs. P. Leibholtz.

Mrs. J. Littlewood.

Mrs. W. McGowan.

Mrs. I. McInnes.

Mrs. G. More.

Mrs. G. Morgan.

Mrs. R. Morell.

Mrs. C. Ormond.

Mrs. G. Reid.

Mrs. R. Simon.

Mrs. Steiner.

Mrs. M. Tarrant.

Mrs. R. Vale.

Mrs. T. F. R. Waters.

Mrs. M. Krause.

The President's Message

I am glad to have this opportunity to thank all those who have helped the Citizens' Welfare Service to play its part in the Social Welfare "team" of Victoria.

We are grateful for the continued support of the State Government, of the various charitable trusts, business houses and the many private citizens and groups.

To our fellow members of the Social Welfare Field, we say thank you for your co-operation and help—and your referrals.

The committee is conscious that without the skill and devotion to duty of our staff we could not carry on our work.

During the year many people have provided valuable professional services either free of charge or for token fees—we are most grateful.

I would especially pay tribute to our Ladies' Committee, although only in existence a few months, these ladies have done a tremendous amount of work and their efforts have given us great heart.

C.W.S. sees itself as a group of cells which form part of the Social Welfare "Organ" within the complicated "body" of society. The demands on Social Welfare are constantly changing and ever increasing. Social conscience grows more sensitive—we feel an urgent need to make democracy a shining example—no longer are we content to let those who fall behind remain on their knees.

We look forward to our 76th year as a year of challenge and are confident of your continued support and encouragement.



Yours sincerely,

Harold Starrant
e.

Main Trends of the Year

Two clear trends have emerged in the years' work centering around our consultative function and the preventative aspect of our work. Firstly, there has been a marked increase in the numbers of individual people and other welfare organisations seeking advice about social welfare problems and this is a very stimulating trend, as it encourages our social workers to keep up to date with community services and new ideas in social welfare.

Secondly, we are finding that our clients are reflecting a greater community consciousness about the value of preventative work. More and more people are coming to C.W.S. with their problems before they reach crisis proportions; many parents are bringing their adolescent children *before* they get into trouble with the police; many married couples are coming with their differences *before* desertion or divorce; many lonely people seek our help *before* they become socially isolated.

Family Counselling

For 75 years The Citizens' Welfare Service has been dedicated to the maintenance and preservation of family life. Its work has been motivated by the belief that the family is the basic unit of our society, and that there is an intimate relationship between the well-being of society and the well-being of the families of which it is composed. To this end, C.W.S. aims to provide enabling opportunities for each family to move towards its highest level of functioning.

A family can be composed of people from birth to very old age, and each phase of life brings with it specific problems of which our workers must be keenly aware. Consequently, the problems C.W.S. meets are very diverse and covers the areas of child development, adolescent behaviour, marital relationships and old age. As well as the usual problems of development and maturation are the special difficulties brought about by economic hardship, cultural differences, sickness, personality disorders, and the complexity of modern living.

A large part of our general family counselling work this year has been associated with one-parent families. One quarter of our caseload has consisted of families where the husband and wife are living apart (divorce, desertion, separation, gaol, sickness, etc.), and our efforts are directed towards reunion of the family or, where this is not possible, helping the lone partner to adjust well enough to provide a stable existence for the children.

Migrants have formed one-sixth of our caseload, and they present special problems. Casework with these people is fraught with the added difficulties associated with language and cultural problems. However, we feel we have a community obligation to help with migrant assimilation, and we have, therefore, intensified our efforts with these families.

An integral part of family counselling work at C.W.S. is the relief of economic stress during the counselling process. It is almost impossible to help a mother handle her child's serious behaviour problems if she does not know where she will obtain her next meal, or if she is to be evicted from her home the next day.

Also in our family counselling cases we are obliged to give financial aid as a "stop-gap" for statutory benefits. There is still a great number of unemployed people in our community whose only income is derived from statutory benefits. Usually they must wait three weeks for their first payment; this waiting period is absolutely crushing for a family with no resources, and they must rely on voluntary organisations such as C.W.S. for help during this period. Sometimes, too, statutory benefits are inadequate for the special needs of people such as age pensioners. C.W.S. must fill the gap if these people are to be constructively assisted.

Marital Counselling

The Marriage Counselling Section, approved under the Matrimonial Causes Act in April, 1961, has now functioned for one full year. While marriage counselling has always been a part of the family counselling work of C.W.S., the number of direct referrals for marital counselling has steadily increased throughout the year.

C.W.S. has joined with all other approved Marriage Guidance Organisations throughout Australia in the formation of C.O.M.G.O. (Conference of Marriage Guidance Organisations) and takes part in the activities of the Victorian branch. It is hoped the sharing of experience and problems on a national scale will greatly benefit all the organisations involved.

We have been most fortunate in having obtained the services of Dr. L. Guile, psychiatric consultant of the Alexandra Clinic, who freely gives his time to assist in those cases where psychiatric consultation is deemed necessary.

Elderly Citizens' Advisory Service

A major feature of the year's work has been the increase in the number of requests received for information about community services and advice on approaching particular problems concerning elderly people. Many of these requests have come from other welfare organisations and professional people dealing with problems of the aged, but many also have come from relatives and elderly people themselves who have either been referred to our service by other organisations, or who have heard about it through various forms of publicity.

It must be recognised that for many of these problems there is no adequate answer, e.g., the innumerable requests for companions to live-in with elderly people living alone, who may otherwise have to give up their homes and go and live with relatives, or seek institutional care. This live-in-in-return-for-free-board-and-lodgings arrangement is not a popular one with elderly people seeking accommodation, while matching interests and temperaments is never an easy matter.

It must also be recognised that many of the problems presented are not simple ones requiring single answers, but are combinations of several factors requiring skilled sorting out and co-ordination of answers and methods, together with an easing of personal strain in many cases, e.g. the problem of the sick elderly person who insists on returning to live alone in her own home, but whose home must be sold to pay for the hospital care that is now essential, and the acute anxiety of her only daughter who must act against her mother's wishes.

While problems such as these remain essentially individual, a number of the factors involved are common to many problem situations, e.g. the inadequacy of home-help services in some areas, and the shortage of suitable accommodation to meet different needs. These basic difficulties illustrate clearly the need for co-ordination of, and co-operation between, existing services, not only to provide the maximum benefit for those requiring the services, but to further promote the well-being of elderly people through the extension, and development, of new services.

Community Work

C.W.S. continues to play an active part in committees studying special welfare needs and problems in the community. We are represented on committees set up by the Victorian Council of Social Service, the Old People's Welfare Council and the Australian Association of Social Workers.

The social workers have also attempted to bolster the preventative side of their work by accepting invitations to lecture and talk to professional and other interested groups. It is our belief that the more we disseminate the knowledge that "people have problems" and "there is help available for their problems" the easier it becomes to break down prejudice associated with seeking help from welfare agencies.

C.W.S. recognises the increasing need for qualified social workers in the community and once again has been pleased to participate in the training of social studies students from the University. There are many more social work positions in the community than there are social workers, and many welfare agencies are desperately in need of trained workers, particularly males. During the past year, ten students (including three males) have undertaken field work at C.W.S. as part of their Social Studies training, and have gained considerable experience and knowledge of a wide variety of social problems.

Statistical Analysis

Throughout the year 1041 families and individuals sought help with their problems. They requested 1688 services and were provided with a total of 1948 services which came within the following categories:—

Services Provided

Financial help		
Material help		
Miscellaneous help		527
Counselling about practical management (deserted wife or husband), community services and benefits, marital relationships, child behaviour problems, personal relationships.		910
Housing		
Accommodation (temporary board or lodging)		43
Hearing aids		
Appliances (surgical & medical)		121
Arrangements for education, employment, leisure time interests, legal advice, medical or psychiatric consultation.		160
Institutional care (adults)		
Domiciliary care (voluntary helpers, housekeepers, etc.)		47
Child care (foster homes, day care, institutions)		
Consultation requested by other organisations for social assessments and recommendations about meeting family needs.		140

Sources of Referral

Self referred		498
Government Departments		155
Voluntary Welfare Agencies		154
Doctors, Police, Ministers of Religion		115
Other clients		74
Hospitals		45

Of the 1041 cases in the table, 645 were new, while the balance, viz., 396, were cases which had been registered in an earlier financial year.

Marital Status

Married		532
Single		137
Widow		126
Divorced		19
Living Apart		97
Deserted		104
De-facto		26

CITIZENS' WELFARE SERVICE OF VICTORIA.

Income and Expenditure Account for the Year Ended 30th June, 1962.

	INCOME	EXPENDITURE	
	Administration Fund	Trust Fund	Trust Fund
Trust Fund Receipts:			
For General Distribution	£1,167 13 3		£2,196 8 10
For Special Distribution	1,161 15 4		1,234 11 2
Income from Investments	129 9 7		
Transferred from Administration Fund	1,600 0 0		
Victorian Provident Aid Society—			
Cash	£550 0 0		
Government and Semi-Government	1,362 5 10		
Stock & Bonds (at Market Value)	1,912 5 10		
Administration Income:			
Donations	£3,242 12 9	£100 0 0	
Subscriptions	3,697 10 6	126 10 9	
Income from Investments	788 13 11	110 19 6	
Opportunity Shop	621 2 6	62 0 0	
Rent	250 0 0	20 9 0	
Hospital and Charities Commission	2,000 0 0	568 5 9	
Commonwealth Government	1,500 0 0	671 7 8	
Marriage Counselling Grant	£12,099 19 8	146 12 7	
	£5,971 4 0	10,045 6 8	
Excess of Expenditure over Income transferred to Accumulated Funds—			
Administration	1,912 4 3	159 11 1	
Trust Fund—General	£2,612 19 10	401 0 11	
Special	2,540 4 0	1,600 0 0	
	£14,012 3 11	£3,431 0 0	

Accumulated Funds

	ADMINISTRATION FUNDS	TRUST FUNDS	
	Administration Fund	Trust Fund	Trust Fund
Credit Balance, 1st July, 1961	£30,343 1 6	£2,380 7 11	£235 14 7
Profit on maturity of Debentures	155 6 9	2,612 19 10	72 15 10
Excess of Expenditure over Income for the year	£30,498 8 3	£4,993 7 9	£162 18 9
Credit Balance, 30th June, 1962	£28,586 4 0	£3,431 0 0	£162 18 9

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, 1962, and report that in our opinion such accounts and the above Income and Expenditure Account and the accompanying Statement of Accumulated Funds 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,
 4th September, 1962.
 Melbourne.

Hearing Aid Service

Nine years ago, C.W.S., in co-operation with the Hearing Aid Distributor's 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 success of the scheme depends on the donation of unwanted aids by the public and, although we have managed to obtain sufficient to meet the needs of each fortnightly clinic, a big waiting list has built up. The proposed change-over to weekly clinics and a drive to obtain more aids will do much to alleviate this situation.

Warm thanks are again due to—
Donors of secondhand aids.

Those organisations which, free of charge, provide experts for testing purposes, recondition aids and supply ear-moulds.

Eveready (Aust.) Ltd. for the donation of batteries for initial installation.

Vice Patron

Sir Samuel Wadham's acceptance of the post of Vice-Patron, together with the continued support and encouragement of our Patron, Sir John Latham, has given C.W.S. renewed confidence in its ability to continue to play a major role in the field of voluntary social welfare work.

We are most pleased to know that Sir Samuel's health has improved, and we take this opportunity of thanking him for his loyal and devoted service, and extending our sincere best wishes that he enjoy a long and happy life.



SIR SAMUEL WADHAM

Ladies' Committee

A most pleasing feature of our year has been the formation of the first Ladies' Committee, set up to conduct functions and events aimed at the obtaining of much-needed funds. Our good fortune in having the services of so many energetic and hard-working ladies must augur well for the future of C.W.S. and, for the tremendous efforts displayed in carrying out various functions during the year, we say, a grateful thanks, ladies.

It is with deep regret we record the passing of Lady Knox, President of the Ladies' Committee. Her fine leadership has been an inspiration to her Committee. By her charm and honesty of endeavour Lady Knox endeared herself to all with whom she came in contact. She will be sadly missed.

Our Debt to Others

We are greatly indebted to the following bodies and individuals for their help in special cases:—The Cato Fund, the Queens Fund, the Society to Assist Persons of Education, the Jewish Women's Guild, the various Ladies' Benevolent Societies, St. Vincent de Paul Society, the Time and Talents Society, the Churches of Christ Social Services Department, Apex, Mr. Owen Davies, ABV-2, and last, but by no means least, Mr. Norman Banks, Radio 3AW, Melbourne.

Special thanks are due to the now disbanded Victorian Provident Aid Society and Bairnhaven Nursery Auxiliary for generously handing over their wind-up funds and we take this opportunity of congratulating them on the very valuable community service they provided during their existence.

Contributors

The mere fact of saying "thanks" to our loyal contributors conveys in only a small way the heartfelt thanks we owe to the people who are the very life-blood of C.W.S. Without the generosity of financial supporters our important tasks could not be carried out. We particularly wish to thank those people who, conscious of rising costs and the resultant lesser value of the £1, have increased their annual contribution.

We wish to record that whilst it has long been our custom to list all contributions the Committee, ever mindful of the need to keep costs to a minimum, decided this year to dispense with the printing of the names of individual contributors.

Life Membership

Life membership was conferred on Sir Samuel Wadham in recognition of his outstanding service, and on Mesdames Stevenson, Creswick and Martin in recognition of their financial support of C.W.S.

Annual Meeting

The 74th Annual Meeting was well attended and was highlighted by a most interesting and thought-provoking address by the Guest Speaker, Mr. Newman Rosenthal, Director of Audio-Visual Aids, Melbourne University, and Secretary of the Australian-Asian Association of Victoria, who spoke on Social and Cultural Relations between Asia and Australia.

Executive Committee

Mrs. A. Mathew, Dr. J. S. Collings and Mrs. J. Scratton found it necessary to resign from the Executive because of their many other commitments, and their services will be greatly missed.

Mrs. Harold Coldham accepted the invitation to join the Executive, and we count ourselves fortunate in having obtained her services in the control and management of C.W.S.

Lieut.-Col. John Summerton was appointed a Vice-President to fill the vacancy created by Sir Samuel Wadham's resignation, due to ill-health, from that office.

Staff

The past year has brought about many changes in staff.

Mrs. C. Benn, formerly employed by the Mental Hygiene Department, was appointed Director of Social Work and she has most capably carried out the duties of implementing our social work policy.

Mrs. Iris Clarke, former official lecturer, attached to the Department of Immigration, Commonwealth of Australia, in the United Kingdom, took up the newly created position of Appeals Secretary. Her great drive and enthusiasm has already been felt and her unsparing efforts have proved of great value in the promotion of C.W.S.

Mrs. D. Greig resigned to take up the post of lecturer in Criminology at the Melbourne University, and we wish her well in her new vocation.

Mrs. M. Glasson was welcomed to the social work staff, and Miss B. Mahy has filled the vacancy created by Mrs. M. Beggs' resignation as typiste-stenographer.

Marcus Tarrant (President).

Doug. Batchelor (Secretary).

Life Members

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

- | | |
|--|---|
| <p>1930—Mrs. H. H. SMITH
 1930—Lady LYLE
 1932—Mr. DARREN BAILLIEU
 1932—Mr. EVERARD BAILLIEU
 1932—Mr. JOHN REED
 1932—Mrs. JOHN REED
 1934—Cr. J. H. NETTLETON
 (Camberwell)
 1935—Cr. R. B. BARNES
 (Camberwell)
 1936—Cr. W. R. DIMMICK
 (Camberwell)
 1937—Cr. D. W. WATSON
 (Camberwell)
 1937—Miss UNA B. CATO
 1937—Mr. W. E. McPHERSON
 1937—Mr. J. J. HAVERTY
 1938—Cr. W. R. WARNER
 (Camberwell)
 1938—Mr. GEORGE L. DICKSON
 1939—Cr. O. B. NORMAN
 (Camberwell)
 1940—Cr. J. S. AUGUST, J.P.
 (Camberwell)
 1940—Miss GRACE TURNER
 1941—Cr. W. A. FORDHAM
 (Camberwell)
 1942—Cr. A. E. VINE, J.P.
 (Camberwell)
 1943—Cr. F. N. LE LEU, J.P.
 (Camberwell)
 1945—Cr. K. L. O. MACLEAY
 (Camberwell)
 1946—Cr. R. C. COOPER, J.P.
 (Camberwell)</p> | <p>1946—Mr. W. WARREN KERR
 1947—Mrs. OLIVIA GARDENER
 1947—Mrs. C. LEWIS HEATH
 1947—Mrs. W. M. SCOTT
 1947—Cr. E. W. RAVEN
 (Camberwell)
 1948—Cr. Mrs. NELLIE MALCOLM
 1948—Miss I. V. BARBER
 1948—Mr. ARTHUR HORDERN
 1948—Mrs. DONALD SMITH
 1948—Mrs. D. A. SKENE. M.B.E.
 1949—Mrs. I. BOYD
 1949—Mrs. M. TAYLOR
 1949—Cr. A. D. RENTON
 (Camberwell)
 1950—Miss M. LUSH
 1951—Cr. H. F. DAWSON
 (Camberwell)
 1952—Cr. J. H. KINNEAR
 (Camberwell)
 1953—Cr. A. H. PEARCEY
 (Camberwell)
 1954—Cr. H. C. STANFORD, J.P.
 (Camberwell)
 1955—Mr. V. Y. KIMPTON
 1957—Mr. W. M. STEWART
 1957—Miss M. A. WILLIAMSON
 1958—Mr. DOUGLAS KEEP
 1958—Mr. S. GRIEG SMITH
 1961—Sir SAMUEL WADHAM
 1961—Mrs. G. I. STEVENSON
 1961—Mrs. H. F. CRESWICK
 1961—Mrs. C. H. MARTIN</p> |
|--|---|