



62 VICTORIA PARADE,
EAST MELBOURNE, C.2

Telephones : 32 1729
32 3572

Seventy-sixth Annual Report

Year ending, 30th June, 1963



**CITIZENS WELFARE SERVICE
OF VICTORIA**

(Family and Community Welfare Service)

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 AND EXECUTIVE COMMITTEE as at 30th JUNE, 1963

President: Lieut.-Col. J. SUMMERTON, O.B.E., E.D.

Vice-Presidents: Dame MABEL BROOKES, D.B.E.
Mrs. H. COLDHAM

Honorary Treasurer: V. A. HILL, Esq., A.C.I.S.

Executive Committee: R. A. CLAREY, Esq., M.L.A.
J. P. GORE CLARIDGE, Esq.
Mrs. H. ELLIS
Associate Professor RUTH HOBAN
Dr. H. F. LEATHERLAND
GORDON MORE, Esq.
Mrs. R. MORELL
LOUIS NELKEN, Esq.
Mrs. R. SIMON
L. J. TIERNEY, Esq.
TODD TREVAKS, Esq.

Honorary Legal Advisers: Messrs. MADDEN, BUTLER, ELDER and GRAHAM

Auditors: Messrs. YOUNG and OUTHWAITE

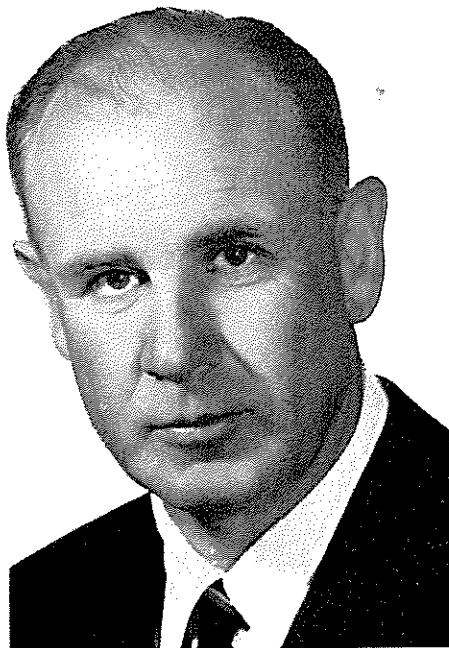
Psychiatric Consultant: Dr. L. GUILÉ

Secretary: DOUG. BATCHELOR, Esq.

Director of Social Work: Mrs. C. BENN

Appeals Secretary: Mrs. IRIS CLARKE

The President's Message



At this time of the year we look both backwards and forwards — back over a year of work and progress in the field of family and individual welfare and forward to an era of continuing and improving service in the community. We work in a human environment — with men and women and boys and girls, with people of different backgrounds and cultures and traditions, with human beings who are contributing to a changing and better Australia, with members of society who need help in greater or lesser degree in coping with the complexities of life and living.

Our aim is to help in achieving independence — with satisfactory and satisfying social relationships, economic well being and self determination as keynotes. And in this we do our best in terms of both means and ends — administration, finance and professional social work.

Times change, attitudes change, we gain more knowledge and insight; State and voluntary agencies work together in greater understanding and over a wider field, and in the ideal we strive to work ourselves out of a job; but human troubles and problems are ever with us and there seems no end to them. And so while we look over our shoulders at a period of achievement we also look ahead to better performance based largely on what we have done and what we are continually learning.

In all our work we have had the support of both Federal and State Governments, of various funds and trusts, and of generous individuals; and on behalf of all who have benefited from our services we offer our grateful thanks at the same time appealing for continuing assistance in a worthwhile cause.

A handwritten signature in cursive script, appearing to read "J. M. Merton". The signature is written in dark ink on a white background.

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C.W.S. ANNUAL REPORT — 1962-1963

THIS YEAR'S EMPHASIS

During this year the social workers at C.W.S. have consciously tried to orientate their work towards a refinement of their methods of helping troubled people. The emphasis has been on ways of enabling people to cope with their own problems, to create independence, rather than continued dependence on agency funds and workers. At staff discussions, caseloads have been continuously reviewed, particularly from the point of view of casework techniques and methods of giving financial assistance. The family who come to C.W.S. in financial difficulties are assisted financially, but at the same time are helped to understand the reasons for their predicament, so that the chances of the same situation recurring are greatly lessened. The couple who come with a marital problem, each looking for sympathy from the worker for their separate complaints about the other partner, are helped to find understanding in each other.

FAMILY AND MARITAL COUNSELLING

Family counselling continues to be the main function of C.W.S. Although marital counselling is often discussed as a separate area of our work, we regard it as an integral part of family counselling — that part concerned with the marriage relationship, which, although basic, is just one of many different family relationships.

As in previous years, one-fifth of our caseload consists of one-parent families — deserted wives and husbands, and partners forced to live apart by sickness, gaol sentences, seasonal work, etc. In these cases, whilst helping in a material and practical way, we are also attempting to help with emotional reactions to this plight — fear, feelings of rejection, loneliness, anger, resentment, etc. are common reactions found in a lone parent trying to rear a family.

Counselling with migrant families still forms a large part of our work, although the numbers have decreased a little when compared with last year's figures. Many of these people are now naturalised Australians who are still experiencing adjustment problems to a land and culture completely different from their own. Some common problems amongst migrants are sickness of the breadwinner; the failure of an aged relative to settle into the new land as successfully as the younger members of the family; the conflict in values of children born in Australia with those of parents born in another country.

The policy of attempting to use financial assistance as a tool in the counselling process, and not as an end in itself, has been more effectively practised this year. This has not meant a reduction in relief expenditure, if anything the figure has risen since last year, but has meant the money has been used in a more constructive and enabling way. For example, the young couple who eagerly started married life with both partners working. On the basis of their combined income they contracted many hire purchase debts and obtained all the things they had dreamed about. Before long the wife became pregnant and stopped working. They soon found themselves hopelessly enmeshed in debt with no clear idea of how to plan or budget correctly. Some C.W.S. money was used to save the essential household articles from repossession, whilst the social worker worked with the couple towards an understanding of the necessity of planning their future expenditure.

Yet another young couple in debt through husband's illness and unaware of their

eligibility for Government Benefits came to C.W.S. when they were faced with eviction. They were helped to apply for the appropriate benefits, and C.W.S. funds were used to stay the eviction and tide the family over the waiting period for the benefit. At the same time the worker helped the family cope with the emotional problems associated with this crisis situation.

The economic distress of many families "awaiting benefits" is still placing a great strain on the resources of C.W.S. Unemployment remains a social problem in our midst, and families have a waiting period of up to three weeks before the benefit cheque is received. Approaches have been made by many welfare organisations, including C.W.S., to the Government, in the hope that some form of immediate assistance will be possible in the near future, as it is in most other states in Australia.

Our work with old people has undergone some changes since Miss S. Ramsay left C.W.S. to set up a Referral and Advisory Service at the Old People's Welfare Council. Old people form at least one-tenth of our caseload and referrals for counselling help are received daily. However, C.W.S. work with old people is no longer a special service, but has been integrated into the general caseload of each social worker as old people are part of the total family constellation.

One aspect of our family counselling work which is not widely known is individual counselling work with adolescents. This year's work has shown an increase in the numbers of parents and young people seeking help with difficulties in their relationships with each other. A typical example is the mother who was so upset when her daughter bleached her hair that she introduced many new restrictions on the girl's behaviour, resulting in a good deal of adolescent rebellion. The social worker's assurance that bleaching hair did not constitute delinquency, and work with the girl to help her understand her mother's fears, re-established a confident and loving relationship.

COMMUNITY WORK

C.W.S. continues to work in many different ways at a community level. Membership of committees of such organisations as the Victorian Council of Social Service, the Australian Association of Social Workers, the Old People's Welfare Council, and the Conference of Approved Marriage Guidance Organisations, are still a vital part of the social workers' efforts. In these Committees, the social problems and needs of the community are studied and methods of action worked out. Examples of such works are:— participation in the study of the problem of lone men; participation in the pilot project of care for "latch key" children; participation in the production of a report on the need for regional and country family welfare services.

The last mentioned report has pointed out the growing need for trained social workers in the city and in the country. Once again C.W.S. has helped towards fulfilling this need by providing training placements for social studies students from the University of Melbourne. The diversity and intensity of our work provides unique opportunities for students in their overall understanding of people and their problems.

Efforts to interpret our function and services to the community have been carried out in many ways. The social workers have visited other agencies, given lectures, led discussion groups, and talked on the radio and T.V. on such topics as the function of C.W.S., community resources, and the role of a family counselling agency in marital counselling.

STATISTICAL ANALYSIS

Throughout the year 1,121 families and individuals sought help with their problems. They requested 1,755 services and were provided with a total of 2,237 services which came within the following categories:—

SERVICES PROVIDED		1963	1962
Financial help	}	370	527
Material help			
Miscellaneous help			
Counselling about practical management (deserted wife or husband), community services and benefits, marital relationships, child behaviour problems, personal relationships		1228	910
Housing	}	86	43
Accommodation (temporary board or lodging)			
Appliances (surgical & Medical)	}	118	121
Hearing aids			
Arrangements for education, employment, leisure time interests, legal advice, medical or psychiatric consultation		235	160
Institutional care (adults)	}	67	47
Domiciliary care (voluntary helpers, housekeepers, etc)			
Child care (foster homes, day care, institutions)			
Consultation requested by other organisations for social assessments and recommendations about meeting family need		133	140

SOURCES OF REFERRAL

Self referred	391	498
Government Departments	189	155
Voluntary Welfare Agencies	196	154
Doctors, Police, Ministers of Religion, etc.	264	115
Other clients	48	74
Hospitals	33	45

Of the 1,121 cases in the table, 786 were new, while the balance, viz., 335, were cases which had been registered in an earlier financial year.

MARITAL STATUS

Married	480	532
Single	158	137
Widowed	135	126
Divorced	17	19
Living Apart	138	97
Deserted	165	104
De-facto	28	26

CITIZENS' WELFARE SERVICE OF VICTORIA

Income and Expenditure Statements for the Year Ended 30th June, 1963

Income:	£	£
ADMINISTRATION FUND		
Donations	1,218	
Contributions	1,324	
Special Appeal (to date)	6,700	
Ladies' Committee	1,600	
Investment Income	539	
Bank Interest	46	
Opportunity Shop	658	
Rent	250	
Hospital and Charities Commission	2,000	
Commonwealth Government Marriage Counselling Grant	1,500	
	<u>17,335</u>	
Expenditure:		
Audit and Accountancy Fees	130	
Consultant's Fee	246	
Depreciation	139	
Insurance	116	
Lighting and Heating	177	
Postages and Telephone	315	
Printing and Stationery	402	
Rates	10	
Repairs and Maintenance	236	
Salaries	10,782	
Sundry Expenses	187	
Travelling Expenses	300	
Loss on Sale of Fixed Assets	11	
Transfer to Relief Funds	1,053	
	<u>14,106</u>	
Excess of Income over Expenditure for the year	3,729	
Profit on Realisation of Investments	319	
Accumulated Funds — 30th June, 1962	28,586	
Accumulated Funds — 30th June, 1963	<u>£ 32,634</u>	
RELIEF FUNDS		
Contributions	667	
Bank Interest	12	
Investment Income	205	
Transfer from Administration Fund	1,053	
	<u>1,937</u>	
Expenditure:		
Grants to Clients	2,603	
Excess of Expenditure over Income for the year	(666)	
Profit on Realisation of Investments	2	
Relief Funds — 30th June, 1962	4,994	
Relief Funds — 30th June, 1963	<u>£ 4,330</u>	
TRUST FUNDS		
Trust Funds — 30th June, 1962	162	
Monies Received for Distribution	1,804	
	<u>1,966</u>	
Disbursements	1,647	
Trust Funds — 30th June, 1963	<u>£ 319</u>	

AUDITORS' REPORT

We have examined the records of the Society for the year ended 30th June, 1963, and report that, in our opinion, such records and the above Income and Expenditure Statements are properly drawn up so as to give a true and fair view of the state of the Society's affairs.

YOUNG & OUTHWAITE,
Chartered Accountants,
29th August, 1963.

HEARING AID SERVICE

The Hearing Aid Service, formerly controlled by the Hearing Aid Distributors Section of the Melbourne Chamber of Commerce in conjunction with C.W.S., is now conducted by the Australian Audiometrists Association (Victorian Branch) in co-operation with C.W.S., under the title of the Melbourne Audiometric Centre.

Apart from the altered arrangements in the control of the Service, a much needed change-over from fortnightly to weekly clinics was instituted and already a noticeable difference in the waiting list has been found.

Throughout the year, 183 applications were received, 111 aids were issued, and the waiting list has been reduced to the lowest since the inauguration of the Hearing Aid Service in 1953.

In addition to the testing, fitting and free issue of reconditioned aids to deaf, age and invalid pensioners and other deaf citizens in humble circumstances, the Clinic now serves as a means of training and study in Audiometric technique and procedure for the hearing aid experts who staff it.

Our warmest thanks are again due to the following:—

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

Donors of second hand aids.

The members of the Australian Audiometrists Association (Victorian Branch).

Audigene Acoustics for the supply of ear-moulds.

A special word of thanks to Mr. Bruce Hall for his untiring personal efforts and fine leadership of the audiometrists team.

PUBLIC APPEAL

Our third public appeal, under the title of "Operation Goodwill", was officially launched on Tuesday, 20th November, 1962, by His Excellency, The Governor of Victoria, Major-General Sir Dallas Brooks, at the home of the Appeal President Dame Mabel Brookes. We owe a great debt of gratitude to his Excellency for having given of his time to honour C.W.S. and to Sir Norman and Dame Mabel Brookes for having made their fine home available for the function.

Under Dame Mabel Brookes' leadership and guidance an Appeal Committee was formed of leading citizens of Melbourne who worked untiringly to make "Operation Goodwill" a most successful venture. A Ladies Committee was raised and they conducted a number of functions in support of the Appeal.

Sir John Latham and Sir Samuel Wadham honoured us with their Patronage and Mr. Roger Darvall did us the great service of accepting the position of Honorary Treasurer of the Appeal.

It would not be possible to thank everybody individually but we do want to record our gratitude for the wonderful help given by private citizens, companies, charitable trusts and estates, the radio, press and television who generously supported the appeal.

The results achieved from the conduct of "Operation Goodwill" were gratifying and the publicity gained will serve to let many more people know of the social welfare services C.W.S. exists to provide in the community.

LADIES' COMMITTEE

The Ladies' Committee, formed to raise funds for the public appeal, unanimously decided at its final appeal meeting to continue to work in support of C.W.S. with their main objective that of raising money for the purpose of building-up the Relief Fund used to help those clients of C.W.S. who are in need of immediate relief assistance.

The Ladies have already planned an ambitious number of functions for the coming year and we wish them every success in their efforts and take this opportunity of complimenting them on the very valuable contribution they are making to C.W.S.

We have been most fortunate to gain the support of a second committee, the Sigma Beta Phi, Delta Chapter, who have generously consented to conduct functions and raise funds in support of our general work and we wish them well in their endeavours.

CONTRIBUTORS

Once again heartfelt thanks are paid to the many generous contributors who have supported us in the past year, and we would like them to accept this acknowledgement of their gifts as a token of our gratitude.

Special mention is recorded of the increased subsidy by the Commonwealth Attorney-General's Department for our Marriage Counselling Section activities.

ANNUAL MEETING

The 75th Annual Meeting held at the Australian-American Centre was well attended. We were privileged to be addressed by Mr. Keith J. Smith, Commonwealth Migration Officer for Victoria, who spoke about Australia's Immigration. Mr. Smith's address was full of interest and was enthusiastically received by the meeting.

EXECUTIVE COMMITTEE

Mr. Marcus Tarrant resigned the post of President and, because of pressure of his business commitments, also found it necessary to resign from the Executive. Mr. Tarrant's wholehearted efforts to promote C.W.S. and his devotion to the organisation were greatly admired by all with whom he came in contact. It is our pleasure to record a vote of thanks and of deep appreciation in recognition of his very valuable contribution.

OUR DEBT TO OTHERS

We are again greatly indebted to the following bodies and individuals for their help in special cases: The Cato Fund, The Queen's 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, Apex, Rotary, Sun Toy Fund, The Churches of Christ Social Services, and last, but by no means least, Mr. Owen Davies, ABV2.

STAFF

Miss Jill Williams was appointed to the Social Work staff. We were most sorry to lose the services of Miss Shirley Ramsay who resigned to take up a position with the Old People's Welfare Council.

Miss J. Humberstone and Mrs. M. McLeod resigned and were replaced by Miss G. Burt and Miss E. Hyde.

Doug. Batchelor (Secretary).

J. Summerton (President).

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