



62 VICTORIA PARADE,
EAST MELBOURNE, C.2
Telephones: 32 1729
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Seventy-seventh

Annual Report

1963-1964

Citizens Welfare Service of Victoria
MELBOURNE



FRONT COVER :

Social Workers Mrs. Helen Kilkenny (left) and Miss Jill Williams
welcome visitors to the new Girls' Hostel in Kew.

The Citizens Welfare Service of Victoria

Founded 1887

62 Victoria Parade, East Melbourne.

Patrons: The Right Honourable Sir John Latham, G.C.M.G.
Professor Sir Samuel Wadham, Kt., M.A., LL.D.



EXECUTIVE COMMITTEE AND STAFF

President: Lieut.-Col. J. Summerton, O.B.E., E.D., B.Com., Dip.Soc.Stud.
F.A.I.M

Vice-Presidents: Rev. Dr. H. F. Leatherland, M.A., B.D., Ph. D.
Todd Trevaks, Esq., LL.B.

Hon. Treasurer: V. A. Hill, Esq., A.C.I.S.

Executive Committee: F. Bladin, Esq., J. P. Gore Claridge, Esq., B.A., B. Com.,
A.C.A.

Mrs. H. Coldham, Associate Professor Ruth Hoban, B.A.,
B.Com., Dip. Ed.

Gordon More, Esq., L. J. Tierney, Esq., B.A., M.Sc.,
Dip.Soc.Stud.

Honorary Legal Advisers: Messrs. Madden, Butler, Elder and Graham.

Auditors: Messrs. Young and Outhwaite.

Hon. Psychiatric Consultant: Dr. L. Guile.

Executive Director: Terence W. Connor, Esq., F.I.P.M.

Director of Social Work: Mrs. C. Benn, B.A., Dip.Soc.Stud.

Social Workers: Mrs. Helen Kilkenny, Dip.Soc.Stud.
Mrs. Marjorie Glasson, B.A. Dip.Soc.Stud.
Miss Jill Williams, B.A., Dip.Soc.Stud.

Auxiliaries Secretaries: Mrs. F. V. Sheehan (Eastern Districts)
Mrs. F. Danby (Southern Districts)

Telephone Numbers: 32 1729 32 3572 32 4692

ANNUAL REPORT 1963-1964

RESTATING OUR PURPOSE

"The central purpose of the family service agency is to contribute to harmonious family inter-relationships, to strengthen the positive values in family life, and to promote healthy personality development and satisfactory social functioning of various family members."*

C.W.S. is the oldest family service agency in Victoria and throughout its existence it has endeavoured to strengthen and reaffirm the positive values of the family unit. The way in which this has been done has varied with the social milieu and the greatest needs of the community at any time. For example, at its inception C.W.S. functioned in the midst of groups of underprivileged citizens and the greatest community problem of that time was the economic need of many people. Over the years the strains and stresses on family life have changed radically so that a different type of help is now needed — the movement of people from rural to urban areas, from one country to another, changes in industrial methods requiring greater skill and education, the changed status of women are all new strains placed on many families.

How has the family agency adjusted to meet these new stresses and strains? C.W.S. has reacted to this new community need by the provision of skilled counselling services to individuals and families. At present the central core of C.W.S. is a casework service carried out by trained social workers, and designed to help families and individuals to adjust to the strain of living in a much more complicated and diverse society. In this way we are helping people to find constructive solutions to the problems they experience in their daily lives, thus enabling them to become more valuable members of the community.

THE PRESENT CASELOAD

A total of 1142 families or individuals were helped during the year in one of three different ways, with family or marital counselling or by service from the audiometric centre. The breakdown is as follows:—

Family Counselling	743 cases
Marital Counselling	301 cases
Audiometric Centre	98 cases

A family agency needs to be versatile to meet the great variety of problems which trouble people. The lonely person, the desperate person, the grieving person, are all helped in different ways according to their needs. During the past year 784 families or individuals sought help for the first time. In addition 358 cases were carried over from the previous year, and some of these are families who require help from C.W.S. over a longer period due to the complexity of their problems.

Some typical family problems that bring people to C.W.S. are: the deserted wife with emotional and practical problems; the rebellious adolescent daughter who wants to leave home; the socially isolated individual who is unable to make friends; the marriage partner seeking help with a marriage disrupted by infidelity; the family whose breadwinner is thrown out of employment by automation at 55 years; the family of intellectuals whose son fails his intermediate exam.

C.W.S. is concerned about people who need help but are unaware of the available services, or are reluctant to make the first approach. Consequently over the last year we have tried to inform the community of the existence of the agency, to educate them about the desirability of seeking early help with a problem, and to clarify the agency image to the community at large through the various media of communication — T.V., press, radio and

* Scope and Methods of the Family Service Agency—Report of a Committee of the Family Service Association of America, 1953.

public speaking. This campaign has resulted in an increased number of self-referrals and many more requests for counselling services in the areas of marital and parent-adolescent relationships. The diminished number of requests for financial and material help is a significant aspect of the requests for help in this financial year.

There are three main reasons for this change — the maintenance of a reasonable level of national prosperity, the introduction of Emergency Relief by the Social Welfare Department and the clarification of the function of C.W.S. as a family counselling agency.

COMPLEMENTARY SERVICES INCLUDING THE NEW HOSTEL

In the course of this work the social workers have felt the need of complementary services so that the casework service can be carried out more effectively. The relief of financial distress is one of these services, having moved from the central purpose of the agency to a tool in the casework process.

A new complementary service about to be started by C.W.S. is its hostel for working girls, all of whom will receive an individual counselling service from the social work staff. The initial need for this service arose out of the casework program as our work with adolescent girls was seriously hampered by the lack of a small family setting for girls who had to leave home temporarily, due to the maladjustment of family relationships. Another substantial group of girls who will be helped by the hostel are those who have grown up in institutions and have little experience of family life. The setting up of this hostel is yet another example of the role voluntary agencies play in revealing and meeting community needs.

There are many other complementary services which surround our central casework core but perhaps one of the most important is work on a consultative level to individuals, professional persons, and to local groups. Apart from our caseload, at least 40 of these enquiries each month are handled by our workers, and are helped in the most appropriate way. It is impossible to work with troubled families unless workers are familiar with all the existing community resources and the lack of them in certain areas of social need. The C.W.S. workers feel it is their obligation to have and to impart this knowledge to any enquirer.

PROFESSIONAL EDUCATION, CO-OPERATION AND COMMUNITY PLANNING

These are important aspects of the program of any family service agency, and despite increased demands for casework services C.W.S. has continued to operate in these fields as far as possible.

Service to the client is our first responsibility, but often more people can be helped by work on a community level than by individual counselling. For example, C.W.S. participation in the work of the Victorian Council of Social Services pilot study on the provision of After-School Care for the children of single parent families; or work on the Ad Hoc Committee of the Australian Association of Social Workers on a submission to the Royal Commission on the Liquor Laws, will eventually affect the lives of many more families in our community, than can ever be reached on an individual basis.

The extreme shortage of trained social workers is limiting the overall program of social welfare in Victoria and C.W.S. has tried to meet this obligation to the community by the provision of student placements, participation in a social worker's refresher course, and work on committees studying the most effective methods of field work training.

Professional co-operation with other agencies and other professions has been further developed in the past year. C.W.S. has worked closely with other family and marital counselling agencies in defining areas of responsibility, and reducing overlap in services. C.W.S. staff members are working on at least 30 different committees of professional workers, mostly in their own time. A measure of the trust of other agencies in the quality of our work was the election of the Director of Social Work to the office of National Chairman of the Conference of Approved Marriage Guidance Organisations.

Statistical Analysis

Throughout the year 1,142 (1963 1,121) families and individuals sought help with their problems. They requested 1,571 (1963 1,755) services and were provided with a total of 2,041 (1963 2,237) services.

The drop in the number of services requested and given is accounted for by the disposal of a backlog of applications for hearing aids.

Of the 1,142 cases in the table 784 were new, while the balance, viz. 358 cases, were cases which had been registered in an earlier financial year.

SERVICES PROVIDED

	1964	1963	1962
Financial help	247	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	1,137	1,228	910
Housing	104	86	43
Accommodation (temporary board or lodging)			
Appliances (surgical & Medical)	82	118	121
Hearing aids			
Arrangements for education, employment, leisure time interests, legal advice, medical or psychiatric consultation	275	235	160
Institutional care (adults)	62	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	134	133	140
	<u>2,041</u>	<u>2,237</u>	<u>1,948</u>

SOURCES OF REFERRAL

Self referred	398	391	498
Government Departments	189	189	155
Voluntary Welfare Agencies	141	196	154
Doctors, Police, Ministers of Religion, etc.	263	264	115
Other clients	26	48	74
Hospitals	27	33	45

MARITAL STATUS

Married	434	480	532
Single	155	158	137
Widowed	107	135	126
Divorced	18	17	19
Living Apart	138	138	97
Deserted	168	165	104
De-facto	24	28	26



Some of the Ladies who attended the inaugural Meeting of the Eastern Auxiliary at the Australian-American Centre.

Ladies' Auxiliaries

On the 1st June, 1964, our two part time Auxiliary Secretaries took up their duties, after a short orientation period, Mrs. F. V. Sheehan commenced her work in the Eastern Districts and Mrs. F. Danby in the Southern Districts.

As the pictures on this page illustrate their enthusiastic efforts came to a climax on August 11 when both groups had successful inaugural meetings. The Eastern group met at the Australian American Centre in Exhibition Street, with Dr. Robert Southby (immediate Past President of the Victorian Council of Social Service) in the chair, and the Southern group met at the St. Kilda Town Hall with Mr. Brian Dixon, M.L.A., in the chair.

At subsequent ladies' meetings the two auxiliaries were formally constituted with the following office-bearers:—

EASTERN AUXILIARY

President: Mrs. D. M. Youl (Mayoress of Box Hill).
 Vice-President: Mrs. J. W. Manders.
 Hon. Secretary: Mrs. G. E. Hunter, 62 View St., Pascoe Vale. Tel.: 306-9069.
 Hon. Treasurer: Mrs. W. Arnel.

The object of the auxiliaries is to help meet the costs of equipping and operating our new Girls' Hostel at Kew and later to assist us to further develop our Social Welfare work.

Both Auxiliaries have already made plans for several social functions which will be held before the end of the year and there are early indications that other groups of ladies may wish to set up separate auxiliaries, which we will encourage as our hopes are that during 1965 several new groups will commence.

A group of business girls has begun meeting together and have called themselves the Phoenix Group (see picture) they have already held a successful card night and plan further functions.



SOUTHERN AUXILIARY

President: Mrs. S. Aldous (Immediate Past Mayoress of St. Kilda).
 Vice-Presidents: Mrs. J. Browne, Mrs. J. R. Dench.
 Hon. Treasurer: Mrs. F. Fryda.
 Hon. Secretary: Mrs. B. Van Baer, 4 Valanne St., East Brighton. Tel. 58-5660.
 Assistant Hon. Secretary: Mrs. H. Frosh.



A section of the audience who heard Mr. Brian Dixon, M.L.A., speaking at the inaugural Meeting of the Southern Auxiliary at the St. Kilda Town Hall.

Any lady wishing to join an auxiliary or start a new group should ring Mrs. Sheehan or Mrs. Danby at 32-1729, 32-3572, 32-4692.

Members of the Phoenix Group discussing plans for a Theatre Night
 L to R. — Misses Maria Hanstock, Norma Butt, Nancye Pearson,
 Lorraine Patterson,

FINANCE

Income continues to remain at a lower level than expenditure, giving us grave cause for concern. This year our deficit was £905. We are hopeful that the groups of ladies who form our new auxiliaries will be able to help us overcome some of our financial problems.

Total income in 1963/64 decreased by £2,614 to £15,221. This was fairly satisfactory as there had been a Public Appeal in the 1962/63 financial year which increased contributions abnormally. The difference would have been much greater had the final public appeal amount of £1,542 from the Ladies' Committee been received before the close of the 1962/63 year. Other income items were not greatly changed except income from investments which increased by £730 for the year, mainly due to higher interest received on our mortgage investment.

The Administration Funds of £31,767 (shown in the Financial Statements) include our land, buildings, furniture, fittings and two motor cars totalling approximately £14,000. Also included is the Grace & Mary Turner Fund of £3,000, of which only income may be used. The balance is our investment reserve from which we must finance annual deficits and development work.

This organization's share of the cost of establishing the new Girls' Hostel at Kew will exceed £6,000. Over the next 5-7 years with the help of all our supporters we will be striving to reduce this debt. Even though we will be watching all our costs very closely we expect an operating deficit of £700-£1,000 per annum, mainly due to the inability of these teenagers to pay an economic amount for board.

However, we are confident that if we are providing a necessary and worthwhile service to the community that the money will be forthcoming to sustain our work.

It is pleasing to report that the Federal Attorney-General's Department has recognized the increase in our marriage counselling work, which was 29 per cent of our total casework, by increasing our subsidy in 1964/65 by £1,000 to £2,750.

THE LATE SIR JOHN LATHAM

The Citizens Welfare Service of Victoria wishes to record its admiration, respect and affection for the late Sir John Latham, who had been our Patron for some years.

Much has been written in the press of Sir John's outstanding service to Australia as Chief Justice of the High Court and as a leading Statesman whose life and work influenced the course of history in this country. This we fully endorse, but for the Committee and Staff of C.W.S. he was a modest gentleman ready to use his great talents to help wherever he thought a worthwhile job was being done. He will be greatly missed in many places not the least of which is C.W.S.

CONTRIBUTORS

Without the staunch and generous help of our contributors the work of C.W.S. could not continue. We therefore gladly place on record our sincere appreciation and heartfelt thanks for all the donations which have been made to our work during 1963/64.

Individual acknowledgement is made of all gifts but space limitations in this report do not allow us to publish the names of all the generous people who have helped us.

ANNUAL MEETING

The 76th Annual Meeting held at the Australian/American Centre on Wednesday, 9th October, 1963, was well attended. Professor E. Dye gave a most interesting address on "The Family Welfare Agency".

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, The St. Vincent de Paul Society, the Time and Talents Society, Apex, Rotary, Sun Toy Fund, The Churches of Christ Social Service, and Mr. Owen Davies, ABV2.

HEARING AID SERVICE

The hearing aid service which provides free reconditioned hearing aids for age and invalid pensioners (under the name of the Melbourne Audiometric Centre) continues to carry out its excellent work.

During the year the following professional audiometrists have given their services free of charge, attending our offices on a roster each Friday evening to test and fit hearing aids:

Mr. F. White	Mr. M. Tarrant	Mr. B. Hall
Mr. W. Keem	Mr. T. Straughair	Mr. R. Tozer
Mr. J. Devereux	Mr. I. Wensor	Mr. P. Pavlinovich
Mr. A. Westcott	Mr. R. Syvertsen	Mr. J. Locke
Mr. C. McCarthy	Mr. D. Plumb	Mr. C. Merrett
Mr. G. Dickson	Mr. W. Hugo	Mr. C. Lord

The Australian Audiometrists Association (Victorian Branch) has the oversight of the work in co-operation with C.W.S.; Mr. Bruce Hall is especially deserving of thanks for his untiring efforts in seeing that the service is fully manned and that it continues to maintain its high professional standards.

This year 98 applications for hearing aids were received and in 80 cases help was given.

Our sincere thanks are again due to:

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.

STAFF

Mr. Doug Batchelor resigned in August, 1963, as Secretary of C.W.S. after 4½ years service. The President and Executive Committee record their thanks to Mr. Batchelor for his thorough and conscientious work for the agency during this period.

Mr. Terence Connor was appointed Executive Director of C.W.S. and took up his duties on the 7th October, 1963. Mr. Connor was formerly Personnel Controller of the Myer Emporium; the Executive Committee is pleased to see some of Mr. Connor's plans already taking shape.

In March, 1964, Mrs. Iris Clarke resigned from the position of Appeals Secretary. The Executive Committee wishes to record its thanks for her good work, especially in connection with the Public Appeal in 1962.

The Executive Committee wishes to thank the very fine team of social workers, Mrs. Concetta Benn, Mrs. Helen Kilkenny, Mrs. Marjorie Glasson and Miss Jill Williams and especially record its appreciation of the inspiring leadership of Mrs. Benn as Director of Social Work. The hard-working office staff consisting of Mrs. E. Johnson, Miss Wendy Burt, Miss Betty Mahy and Mrs. Margaret McLeod has again turned out an enormous volume of work in an efficient manner.



The work done by the Citizens Welfare Service of Victoria and similar organisations must be viewed against the following background.

The rapid growth of population, particularly in the younger age groups, bringing with it an increase in teenage problems.

The continual improvement in standards of health leading to a larger group of older citizens.

The changing community attitudes to social reforms and moral issues causing a re-consideration of past "answers".

The rise in living standards bringing with it greater material expectations to all levels in the community.

These complex factors means that our staff must be flexible enough to meet rapidly changing conditions and always be ready to study new problems with an open mind.

We look forward to the future with confidence believing that C.W.S. has the capacity to play an increasingly important role in the life of the community.

J. SUMMERTON, President.

T. W. CONNOR, Executive Director.

CITIZENS WELFARE SERVICE OF VICTORIA
Financial Statements for the Year Ended 30th June, 1964

ADMINISTRATION FUND

Income		Expenditure	
Donations	£ 3,016	Audit and Accountancy Fees	£ 160
Contributions	4,162	Advertising	179
Special Appeal (Final)	1,542	Bank Charges	5
Ladies' Committee	578	Depreciation—Furniture and Fittings	143
Investment Income	1,269	Motor Cars	150
Bank Interest	9	Insurance	116
Opportunity Shop	621	Light and Heating	198
Rent	274	Postage and Telephone	440
Hospital & Charities' Commission	2,000	Printing and Stationery	384
Commonwealth Government Marriage Counseling Grant	1,750	Rates	9
	£ 15,221	Repairs and Maintenance	90
Excess of Expenditure over Income	905	Salaries	13,251
	£ 16,126	Sundry Expenses	181
		Travelling Expenses	231
		Transfer to Relief Funds	589
			£ 16,126
Administration Funds at 30/6/63	£ 32,634		
Profit on Realization of Investments	38		
	£ 32,672		
1963/64 Deficiency	905		
Administration Funds at 30/6/64	£ 31,767		

RELIEF FUNDS

Relief Funds 30/6/63	£ 4,330	Grants to Clients	£ 1,643
Contributions	730		
Bank Interest	6		
Investment Income	282		
Profit on Realization of Investments	41		
Transfer from Administration Fund	589	Relief Funds 30/6/1964	4,335
	£ 5,978		£ 5,978

TRUST FUNDS

Trust Funds 30/6/63	£ 319	Disbursements	£ 1,540
Moneys received for Distribution	1,488	Trust Funds 30/6/64	267
	£ 1,807		£ 1,807

AUDITORS' REPORT

We have examined the records of the Society for the year ended 30th June, 1964, 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.

Melbourne,
5th August, 1964.

YOUNG & OUTHWAITE,
Chartered Accountants.

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 |
| | 1963—Mr. M. R. TARRANT |