

THE CITIZENS WELFARE SERVICE OF VICTORIA

EIGHTY-FIRST ANNUAL REPORT 1967-1968

CITADEL PRESS 502-508 ALBERT STREET EAST MELBOURNE VICTORIA. 3002

The Citizens Welfare Service of Victoria

Founded 1887

197 Drummond Street, Carlton. 3053

Chief Patron: Lieut-General The Honorable Sir Edmund Herring
KCMG KBE DSO MC ED KStJ

Patron: Professor Sir Samuel Wadham Kt MA LLD

Auxiliaries Patron: Mrs C O Fairbairn OBE

Executive Committee and Staff

President: Todd Trevaks Esq LLB

Vice-Presidents: Rev Dr H F Leatherland MA BD PhD
Mrs J K Proudfoot

Hon Treasurer: J P Gore Claridge Esq BA BCom ACA

Executive Committee: Associate Professor Ruth Hoban BA BCom DipEd
Mrs C Benn BA DipSocStud
Lieut-Colonel J Summerton OBE ED BCom DipSocStud
FAIM

Dr L Guile MB ChB DPM MANZCP

L J Tierney Esq BA MSc DipSocStud

Miss Doris Delaney

Ian Thodey Esq BA BCom DipSocStud

E G Williams Esq BCom AASA

Mrs S Aldous (resigned)

Mr W J K Pritchard (resigned)

Honorary Legal Advisers: Messrs Madden Butler Elder & Graham

Auditors: Messrs Young & Outhwaite

Hon Psychiatric Consultant: Dr L Guile MB ChB DPM MANZCP

Executive Director: Miss Elizabeth Sharpe

Senior Social Worker: Miss Jill Williams BA DipSocStud

Social Workers: Miss Joan Walters BA DipSocStud

Mrs Wendy Weeks BA DipSocStud

Miss Margaret Tinney BA DipSocStud

Mr Dennis Oakley DipSocStud

Psychologist/Social Worker: Mr Peter O'Connor BA DipSocStud

Telephone Number: 34 8293 (5 lines)

Eighty-first Annual Report 1967-1968

The year under review, 1967 to 1968, has been a significant one for Citizens Welfare Service inasmuch as change and challenge caused by tremendous increase in demand for our service have required both Executive Committee and Staff to seek new ways of meeting this need and of expanding our work.

Every troubled person who comes to CWS is a member of a family and as a family agency our aim is to help the entire family function more adequately thereby contributing to the overall well-being of the community, for we believe that the preservation of family life is the mainspring of society.

In September 1967 Mr T Connor resigned as Executive Director after 4 years of service and has returned to personnel work. The Executive Committee records its gratitude to Mr Connor for his contribution to the work of the Agency. In October 1967 Miss Elizabeth Sharpe, a social worker, who had been for some years a member of the Executive Committee, was appointed to take Mr Connor's place.

It was a cause for satisfaction when Mr Peter O'Connor, one of our social workers, became registered as a psychologist and instead of leaving us as hitherto planned, decided to stay and if possible undertake research work within the Agency. Mr Dennis Oakley was appointed to our professional staff part time, making our social work strength that of six together with a case aide. In November, 1967, Miss Jill Williams became our Senior Social Worker. Mr Rex Matthews, who has for three years assisted with the administration, became Office Manager, and Mrs M Hayes joined the staff as book-keeper part time. Mrs Hampson and Mrs Harris, our stenographers, have worked to capacity, dealing with recording for social workers as well as manning the switchboard, acting as receptionists and doing the many other tasks associated with a busy office operating on a shoe-string budget. Mrs Lenz, our housekeeper, who has had many years service with us, looks after the overall staff family of Citizens Welfare Service.

In January, 1968, in order to function more effectively, the Executive Committee decided to split up into smaller sub-committees, each being responsible for a section of the work. Therefore, in addition to the regular Executive Meeting there are also regular meetings of the sub-committees which are as follows:—Executive Sub-Committee responsible for finance, Central Service Committee responsible for headquarters, Planning Committee responsible for the Onward Programme

Planning and Research, Hostel Committee to plan the re-opening of the Hostel, and the Publicity and Public Relations Committee embracing all aspects of our fund-raising. Staff are included in the membership of these sub-committees and special additional members are co-opted.

Another change resulting from challenge has been the formation of a Citizens Welfare Service Central Auxiliary. This followed a recommendation from the Executive Committee that the existing groups working for CWS, with the exception of Civis and the Phoenix Business Girls' Auxiliary, would be strengthened by combining. Citizens Welfare Service is fortunate in having so many regular contributors and hard working volunteers who believe enough in our work to continually support us and help to maintain and expand our work.

The Eightieth Annual Meeting was held at the Australian American Centre on Thursday, September 30th, and was attended by approximately 90 people. Mr Keddie gave a most informative address on hostels and expressed regret that our hostel, owing to lack of funds and heavy bank overdraft, had been forced to close. Elsewhere is more fully reported the thrilling news of the gift by a contributor who wishes to remain anonymous, that has given new heart and enabled us to plan the re-opening of the hostel.

No report would be complete without an expression of deep gratitude to our contributors and supporters, the Commonwealth, the State Government, the Melbourne Jewish Women's Guild, Time & Talents Society, Mr Owen Davies of ABV2, the Queen's Fund, the Rotary Club of Melbourne, the Apex Club of Melbourne, Mr Isaacson of Delaware Pty Ltd, and those families who have provided emergency care for teenage girls. We would also express our thanks to Mrs H Crohn and the agencies who have so closely co-operated with us through the year and many other individuals and organisations without whose help, advice and assistance the year's work would not have been possible.

The family is the fundamental unit of our society, we regard our service to families as contributing to the well-being of the community as a whole. As such, ours is an essential community service which we will continually strive to provide.

ELIZABETH SHARPE
Executive Director

TODD TREVAKS
President

Intake and Counselling Service

The client's first contact at the Agency is with the Intake Social Worker, who helps to sort out the problem and decide together with the client on a plan for continuing work on it. By friendly relaxed discussion the client begins to see some hope for a solution to difficulties. The Intake Worker also provides a telephone, correspondence, and consultative service to clients and to other professions, advising on the community resources available to help with particular problems, and arranging appointments at Citizens Welfare Service if ours is the most appropriate service to help.



Family Welfare

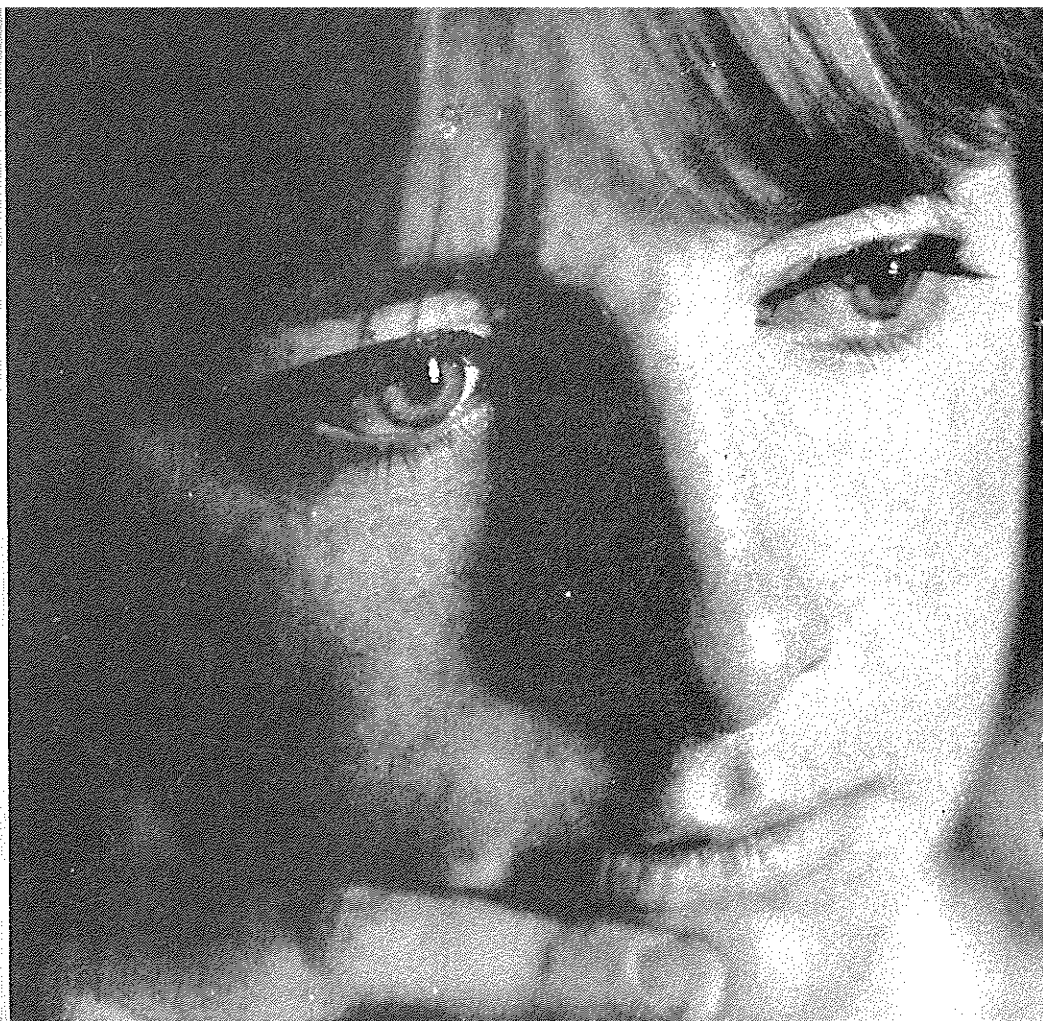
Every troubled person who comes to Citizens Welfare Service is a member of a family and our aim is to help the whole family. The person comes to ask for help usually as a result of crisis. When a social worker looks at the situation more closely it is found that the crisis has arisen as a result of unresolved difficulties in family relationships—from outside stresses affecting the family or from a combination of both. The result is that the family is less well able to carry out its vital function of providing for the social and physical well-being of its members. Help given by a social worker can reduce tensions and frustrations within the family, improve family relationships and so promote healthy growth and development of family members. Our services aim at being preventive as well as remedial. Having been helped to face and overcome present difficulties our clients are better equipped to deal with future ones, so reducing the likelihood of further family crisis. This year, we have not been able to meet all the demands made on us as fully as we would wish but it has been a constant challenge to us to do as much as we possibly can within the limits of our resources. The social workers have endeavoured to work intensively with families wherever this has been the kind of effective help needed, being always concerned with the whole person in relation to his environment. This can involve work on a number of different aspects of the families difficulties at the one time, such as and including counselling in regard to marital, parent/child and other relationships, help with employment or accommodation problems, arranging different kinds of care for children, budgeting and consolidation of debts, advice and assistance in obtaining statutory income in cases of illness, unemployment and desertion; emergency financial and material assistance, either from our own relief fund or in co-operation with other agencies, obtaining medical, legal or other professional help where indicated and helping with the problems of the elderly, to name a few. Most of our clients are seen at the office, but when necessary, they are visited in their homes. Skill and imagination, together with understanding and sensitivity have been essential elements in our work with the families we have helped.



Marriage Counselling

The present age has been accurately described as affluent and as a part result of this people are experiencing less problems in the area of material things and more in the area of emotions. The closest emotional experience a human being has next to the mother/child relationship, is marriage. Consequently it is in this area that the intensity of emotional problems is felt most acutely. It is the aim of the Citizens Welfare Service Marriage Counselling work to alleviate, clarify and improve this whole area of emotional conflict. Conflicts are expressed in a variety of ways such as constant argument, extra-marital affairs, feelings of loneliness and depression, sexual problems, financial problems, alcoholism, gambling, etc. These are the symptoms and it is the social worker's task to diagnose the causes and help the couple move towards the point where they can understand the causes of their marital unhappiness. This is done by seeing people regularly in confidential interview where they are encouraged to express their feelings and worries and the social worker helps them to understand and clarify their problems in an atmosphere of warm acceptance. It is without doubt that marriage problems are going to continue and as part of Citizens Welfare Service commitment to improving their service, research is currently being conducted in an attempt to understand further some of the causes of marital disharmony. As a result it is hoped that we will be able to provide an even more effective professional service in the future to an ever increasing area of great conflict.





Adolescence

In our complex society young people face a prolonged period between childhood and full participation in and acceptance by adult society—adolescence. A difficult time with difficult tasks of occupational choice and of finding a place in the world, a period of preparation for adulthood.

The Victorian community is greatly lacking in counselling facilities for the "tweenagers" or "teenagers," as the adolescent group have come to be called. Over the past few years Citizens Welfare Service has extended its counselling service to adolescents. During the past year, many young people have sought counselling help for family and personal problems, vocational guidance, accommodation and employment difficulties. Approximately 40% of the young people come on their own, others come with parents, some are referred by doctors, teachers or employers. Young people from all social groups seek help, some are students, some are in employment. Social workers frequently meet young people in coffee shops and the car is a convenient mobile office for lunch hour talks close to the young person's place of work. Were it financially possible a street work counselling service would further extend the availability of the help we give.

Youth counselling is a great need in our community and it is the right of young people preparing for adulthood to have this service available to them in time of need.



Hearing Aid

The Citizens Welfare Service of Victoria has since 1954 run the Melbourne Audiometric Centre, giving service free of charge to the needy deaf with little cost to us. A generous public of the State have given hearing aids which have been reconditioned and given free to those who come. The Audiometrists' Association (Victorian Branch) have provided audiometrists to fit our clients and provide them with these reconditioned aids. A steady stream of needy people from all over the State attend by arranged appointments these clinics held once a month. Learning of the proposed Commonwealth Scheme it was thought that we would no longer require to continue this service and we discontinued it at the end of 1967. But on learning details of the Commonwealth Scheme which would not operate fully till the second half of the following year, we resumed in March, 1968, temporarily. However, now that the Commonwealth Scheme is launched and in operation it seems obvious that we shall need to continue for some time to come. For old people to receive a hearing aid after many years of deafness opens up for them a completely new world, giving the opportunity to avoid loneliness and to feel a necessary part of the community.



Hostel Report

As stated elsewhere in this report, our Girls' Hostel at Kew was required to close in September of 1967 because of a heavy bank overdraft. At the beginning of 1968 the staff of Citizens Welfare Service were greatly heartened and thrilled by the donation of a contributor who wished to remain anonymous. The terms of the gift were that the bank overdraft be immediately frozen and not operated upon for the next two years. The donor would pay off immediately half the overdraft and for the next two years pay interest charged by the bank on the balance of the account. The terms of the gift were that if at the expiration of two years the donor was satisfied that the hostel was being run efficiently and would probably continue to operate efficiently, then the remainder of the overdraft would be cleared. About the same time as this magnificent gift was arranged we were approached by the St. John's Homes for Boys and Girls who also have a hostel programme. They were quite worried because a hostel that they had planned for the care of teenage boys was not ready and we were asked if it would be possible for our hostel to be used for this purpose temporarily. The Executive Committee agreed to this and St. John's Homes for Boys and Girls became our tenants. When they move to their own hostel we shall then repaint and refurnish our hostel and start operating again for the purpose for which it was originally intended. There is a great lack of this kind of care in the community, especially for girls. Several other organisations do run hostel programmes for boys but very few do for girls who require to live away from home. Our programme is both preventive and therapeutic.

INCOME AND EXPENDITURE STATEMENT YEAR ENDED 30th JUNE, 1968

1967		GENERAL FUND	
\$	INCOME:		\$
13,698	Contributions		13,767
746	Donations		2,124
—	Auxiliaries		749
—	Buttons		30
5,500	Legacy		—
—	Sale of Christmas Cards		257
2,982	Investment Income		2,503
1,008	Opportunity Shop		840
—	Part Proceeds—"Golden Cadillac"		1,693
4,500	Hospitals and Charities' Commission		4,500
7,500	Commonwealth Government Marriage Counselling Grant		7,500
<u>\$35,934</u>			<u>\$33,963</u>
	EXPENDITURE:		
350	Audit and Accountancy Fees		350
124	Advertising		108
360	Bank Charges and Interest		63
—	Conference Expenses		334
340	Depreciation—Furniture and Fittings		329
—	—Motor Vehicles		805
322	Insurance		429
306	Lighting and Heating		300
650	Postages and Telephone		835
1,041	Printing and Stationery		970
(12)	Rates		18
104	Repairs and Maintenance		717
29,516	Salaries		33,197
342	Staff Expenses Allowances		56
—	Subscriptions		142
430	Sundry Expenses		850
1,012	Travelling Expenses		814
<u>\$34,885</u>			<u>\$40,317</u>
1,049	Excess of Expenditure over Income for year		(6,354)
(37)	Loss on Realisation of Investments		—
50,767	General Funds, 30th June, 1967		51,779
<u>\$51,779</u>	General Funds, 30th June, 1968		<u>\$45,425</u>

INCOME AND EXPENDITURE STATEMENT YEAR ENDED 30th JUNE, 1968 (cont.)

1967		HOSTEL FUND	
\$	INCOME:		\$
1,521	Board		254
3,796	Victorian Government Subsidy		867
—	Donations—Anonymous		5,100
2,509	—Auxiliaries		660
6	—Others		1,000
52	Refunds		229
—	Rent		72
<u>7,884</u>			<u>8,182</u>
	EXPENDITURE:		
151	Advertising		44
608	Bank Charges and Interest		627
155	Cleaning and Gardening		63
141	Insurance		34
147	Laundry		31
419	Lighting and Heating		164
83	Maintenance—Building		70
581	—Furniture & Fittings		41
2,378	Provisions		304
50	Rates		98
5,032	Salaries		1,159
180	Sundry Expenses		17
199	Telephones		72
<u>10,124</u>			<u>2,724</u>
(2,240)	Excess of Income over Expenditure for year		5,458
(2,480)	Deficit at 30th June, 1967		(4,720)
<u>(\$4,720)</u>	ACCUMULATED SURPLUS, 30th JUNE, 1968		<u>\$738</u>

		RELIEF FUNDS						
		INCOME:						
1,500	Contributions	1,249	
600	Investment Income	677	
388	Refunds	206	
<u>2,488</u>							<u>2,132</u>	
		EXPENDITURE:						
2,400	Grants to Clients	1,529	
88							603	
<u>10,168</u>	Relief Funds, 30th June, 1967	<u>10,256</u>	
<u>\$10,256</u>	RELIEF FUNDS 30th JUNE, 1968						<u>\$10,859</u>	
		TRUST FUNDS						
458	Trust Funds, 30th June, 1967	658	
3,314	Monies Received for Distribution	8,121	
<u>3,772</u>							<u>8,779</u>	
3,114	Disbursements	6,966	
<u>\$658</u>	TRUST FUNDS, 30th JUNE, 1968						<u>\$1,813</u>	

The Citizens Welfare Service of Victoria

BALANCE SHEET 30th JUNE, 1968

	General Fund	Hostel Fund	Relief Funds	Trust Funds
	\$	\$	\$	\$
Funds 30th June, 1968	45,425	738	10,859	1,813
Loan from General Fund to Hostel Fund	(5,500)	5,500		
Boys' Hostel, Donations in advance	1,872			
Surplus on Sale of Land and Buildings	21,203			
Government Grant		20,486		
	<u>\$63,000</u>	<u>\$26,724</u>	<u>\$10,859</u>	<u>\$1,813</u>

Represented by —

FIXED ASSETS:

Land and Buildings, at cost	20,700	26,000		
Building Improvements, at cost	10,306	2,250		
Motor Vehicles, at cost	2,749			
Less Accumulated Depreciation	(649)			
Furniture and Fittings, at cost	4,805	3,109		
Less Accumulated Depreciation	(1,838)			
	<u>36,073</u>	<u>31,359</u>		
INVESTMENTS, at cost	33,000		8,600	
CASH AT BANK AND ON HAND	40	81	2,259	1,813
	<u>69,113</u>	<u>31,440</u>	<u>10,859</u>	<u>1,813</u>
TOTAL ASSETS:				
LESS CURRENT LIABILITIES:				
Bank Overdraft	6,113	4,716		
	<u>\$63,000</u>	<u>\$26,724</u>	<u>\$10,859</u>	<u>\$1,813</u>
NET ASSETS:				

AUDITORS' REPORT:

- In our opinion—
- (a) the above Balance Sheet and accompanying Statements of Income and Expenditure drawn up so as to give a true and correct view of the state of the Organisation's financial affairs; and
 - (b) the accounting and other records examined by us have been properly maintained.

Melbourne, 6th August, 1968.

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 MBE |
| 1937—Dr Una B Porter | 1949—Mrs I Boyd |
| 1937—Mr W E McPherson | 1949—Mrs M Taylor |
| 1937—Mr. J J Haverty | 1949—Cr A B 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 JP
(Camberwell) | 1953—Cr A H Pearcey
(Camberwell) |
| 1940—Miss Grace Turner | 1954—Cr H C Stanford JP
(Camberwell) |
| 1941—Cr W A Fordham
(Camberwell) | 1955—Mr V Y Kimpton |
| 1942—Cr A E Vine JP
(Camberwell) | 1957—Mr W M Stewart |
| 1943—Cr F N Le Leu JP
(Camberwell) | 1957—Miss M A Williamson |
| 1945—Cr K L O Macleay
(Camberwell) | 1958—Mr Douglas Keep |
| 1946—Cr R C Cooper JP
(Camberwell) | 1958—Mr S Greig 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 |
| | 1966—Miss N Bagot |