

EIGHTY-SECOND ANNUAL REPORT 1968-1969

THE CITIZENS WELFARE SERVICE OF VICTORIA

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

The Citizens Welfare Service of Victoria

Founded 1887

197 Drummond Street, Carlton. 3053. Telephone: 34 8293 (5 lines)

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

Patron: Professor Sir Samuel Wadham Kt MA LLD

Patroness of Auxiliaries: Mrs. Ian Beaurepaire

Executive Committee and Staff

President: Rev Dr H F Leatherland MA BD PhD
(24/7/69)

Vice-Presidents: Associate Professor Ruth Hoban BA BCom DipEd
E G Williams Esq BCom AASA

Hon Treasurer: J P Gore Claridge Esq BA BCom ACA

Executive Committee: Lt-Col J Summerton OBE ED BCom DipSocStud FAIM
Miss Doris Delaney
Dr G Goding MB BS MANZCP
L J Tierney Esq MSc BA DipSocStud
Mrs C Benn BA DipSocStud
Ian Thodey Esq BA BCom DipSocStud
Mrs J K Proudfoot
J R Ham Esq FASA
Gerald Lyons Esq
Dr L Guile MB ChB DPM MANZCP (resigned)

Honorary Legal Advisers: Messrs Madden Butler Elder & Graham

Auditors: Messrs Young & Outhwaite

Hon Psychiatric Consultant: Dr R D Saunders MB BS DPM

Executive Director: Miss Elizabeth Sharpe

Senior Social Worker: Miss Jill Williams BA DipSocStud

Social Workers: Miss Elizabeth Ozanne BA DipSocStud
Mrs Valerie Wilson BA SocStud (LSE)
Miss Julie Wood BA DipSocStud
Peter Daughtry Esq DipSocStud (University of London)
Geoffrey Morris Esq LLB BA DipSocStud
Mrs Wendy Weeks BA DipSocStud (resigned June 1969)

Office Manager: T R Matthews Esq

Personal Assistant to

the Executive Director: Miss Patricia Acklom

Eighty-Second Annual Report 1968-1969

SOCIAL WORK WITH FAMILIES '68

"The family is the basic unit of growth and experience, fulfilment or failure. It is also the basic unit of illness and health."

Nathan Ackerman—*The Psychodynamics of Family Life.*

THE YEAR 1968-1969 has been an exciting and interesting one for both Staff and Executive Committee, as together they have faced new challenges and sought new methods of meeting the increased demand for our service and of expanding our resources by both personnel and finance. As our work increases in both volume and complexity, the attitude of the public and its understanding of the many problems affecting the families who are our daily clients, becomes increasingly important to the provision of sufficient and adequate community resources and finance to enable us to carry on and to function effectively.

During the year the Executive Committee decided that in order to meet the extra demand for our service, more finance was required and our Hostel at Kew was sold. It was agreed that our counselling service was best provided by concentrated effort within our Central headquarters building with increased staff. Our anonymous donor (reported in last year's Annual Report) with his ready understanding of the problems being faced, fully supported the action of the Executive Committee, revised the terms of his gift and has completely cleared our bank overdraft for the Hostel.

There have been staff changes and additions to our staff, Mr Peter O'Connor left to become Associate Director of the Marriage Guidance Council of Victoria, Mr Denis Oakley, a Methodist minister, moved to take charge of a congregation in Casterton, Miss Joan Walters became Senior Social Worker for the Italian Community, and Miss Margaret Tinney proceeded to the United Kingdom to undertake a further course of study at the London School of Economics. Mr Peter Daughtry a social worker from England and Mr Geoff Morris who is also a qualified Lawyer and has a guide dog, recently joined our staff together with Miss Elizabeth Ozanne, Miss Julie Wood and Mrs. Wilson, who with our Senior Social Worker, Miss Williams, gives us six professional social workers.

Miss Headland joined us as Welfare Assistant, taking the place of Miss Burt forced to resign owing to ill health. Mrs Hills increased our stenographic team to three, Mr. Matthews and Mrs. Hayes continue to struggle with our purse strings. Miss Patricia Acklom was appointed Personal Assistant to the Executive Director. Mrs Lenz continues to "mother" the overall staff family and Miss Mitchell a retired clerk typiste comes regularly as a volunteer three days a week, her help is invaluable as she is also able to help our blind social worker keep up to date with current trends by regularly reading to him.

The experiment begun last year when the Executive Committee split into smaller sub-committees continues to function well, and maintains a method whereby all members of the Executive Committee are well informed on all aspects of our work.

Our Central Women's Auxiliary, the Phoenix Business Girls' Group and CIVIS have loyally supported us over the year, and it was with much pleasure and pride that our invitation was accepted by Mrs Ian Beaurepaire to become Patroness of Auxiliaries, she has inspired all the groups with her enthusiasm and support for Citizens Welfare Service "which is a service not a charity."

The 81st Annual Meeting was held on Thursday, September 12th in the Reception Room of the Melbourne Town Hall and grateful appreciation is expressed to the Melbourne City Council, for not only affording us this privilege but for many other acts of kind co-operation associated with our fund raising efforts during the year. Mr Spencer Colliver was guest speaker and spoke to the 200 present on "The Casework Agency—Professional Cocoon or Community Catalyst."

Honorary life membership was bestowed on our past President Colonel Summerton. Many organisations were represented as well as our contributors, the Director-General of Social Welfare, the President of the Children's Welfare Association and the Executive Secretary of the Myer Foundation.

That so much has been achieved and so much hard work made possible is in no small measure due to the encouragement which everyone has experienced by all the extra help and support given us by our many friends and supporters, our regular contributors, The Trustee Companies, Business Firms, Commonwealth and State Governments, the Melbourne Jewish Women's Guild, the Time and Talents Society, the Queen's Fund, Rotary Club of Melbourne, Beta Sigma Phi (Melbourne Chapter).

Mrs Crohn has continued advice and help with our library, and we particularly wish to thank the Kiwanis. This recently formed group of business men have provided for Citizens Welfare Service a host of goods and services at a moments notice for our clients, and no request however difficult has been beyond them, they have travelled many miles to undertake special consignments at the request of our social workers, and we and the families they have helped express to them our deep gratitude.

The year was saddened by the untimely and unexpected death of Mr Owen Davis of ABV2 who for eight years had quietly and unobtrusively provided fruit and vegetables for our particularly needy families and he himself always delivered them, his many acts of kindness especially to deserted wives and families would never have been known to us had not the families themselves told us of them. To his widow and family we offer our sympathy and pay deep tribute to a kindly man who will be greatly missed.

Elsewhere in this report is recorded details of the research project being carried out at present and made possible by a grant from the Myer Foundation. It has been an old established policy of the Citizens Welfare Service to undertake research so that causes may be discovered and thereby services of prevention increased.

The troubled person who comes to Citizens Welfare Service, because of a particular crises in his living situation, may present a family problem in one or a number of its aspects—pre-marital, marital, parent/child, adolescent, care of an aged or other dependent member. The person presenting may be the parent, the child, the adolescent or grandparent or groups or pairs of individuals.

The request for help may be focused not on relationships but on external factors, on income or accommodation. The people at the point of crises may require immediate or long term assistance, either as individuals in one to another relationship with the social worker, or as a member of a family seen together in conjoint counselling sessions. Those not able to come to the office can be visited at home.

Believing as we do that the family is the "basic unit of illness and health" in our society we look forward to expanding our services in this vital area of work.

ELIZABETH SHARPE
Executive Director

The Work of The Citizens Welfare Service of Victoria

THE CITIZENS WELFARE SERVICE was established in 1887, as the result of the efforts of Professor Edward Ellis Morris of Melbourne University who had been acquainted with a similar body in England. It was then known as the Charity Organisation Society and continued to operate under that name until it became The Citizens Welfare Service of Victoria in 1946.

C.W.S. differs from other welfare organisations in that it covers a much wider field of aid to the community on a non-profit making and charitable basis.

Its service is unique inasmuch as it maintains an "open door" policy free of eligibility restrictions, and free of charge. Advice is available to doctors, lawyers, clergy, employers, teachers, government departments, groups, and individuals.

Until about 1960 the Service was used mainly by the lower-socio-economic group who most frequently presented their problems in terms of financial and material needs, so that the social work staff were involved in a specific field of work within the community, and were able to concentrate on developing the skills necessary to work with this group of people.

However, the scope of the work of Citizens Welfare Service began to broaden in 1961 when we became an approved Marriage Guidance Organisation under the terms of the Matrimonial Causes Act of 1959. "Marriage guidance" is a concept acceptable to, and understood by the more educated and affluent groups in the community who would not normally seek help from a "welfare" organisation. Requests for marriage guidance have steadily increased, and our clients now come from all socio-economic groups, including professional people. Moreover, they are bringing all kinds of family difficulties in addition to marriage problems. We have become aware that a social work service is needed for all sections of the community, not just the economically under-privileged group.

How our Service works

SKILLED PROFESSIONAL HELP is provided by qualified social workers both male and female whose training and experience is directed towards the relief of family troubles, the prevention of family breakdown, and the restoration of healthy social relationships.

It is designed to relieve feeling of anxiety and reduce tension so that those in difficulty are strengthened to face their problems and sort out new and better solutions for themselves according to their capacities.

It is conducted by means of confidential discussion, arranged by appointment in either office or home.

It is a flexible progressive service, ever ready to uncover new needs and pioneer new methods of meeting them.

Who are helped?

THE FAMILY

*THE MARRIED COUPLE and
THOSE ABOUT TO BE MARRIED*

YOUNG PEOPLE

The Family

MANY CRISES beset a family as a group, and the individuals as particular members of that group, in process of achieving fulfilment. "Living" and "growing" in themselves are crises, requiring continual readjustments in the relationships of family members to each other and to the outside world. The social worker has a trained awareness of the intricate patterns and stresses which build up tensions within a family group and disturb its vital functioning as the most important foundation for the mental, social and physical well-being of the individual. The social worker understands the particular crises which arise because of illness, insufficient income, inadequate accommodation, unemployment, death or desertion. At his disposal, he has the tools of a wide knowledge of community helping facilities, both statutory and voluntary. His training makes him aware and sensitive to the underlying anxieties and frustrations which precipitate in family relationships. The family case worker's focus is preventive and remedial, and if necessary causes him to bring pressure to bear on government or community bodies to precipitate change in the wider social environment for the betterment of family living.

Photo courtesy "Walkabout"



The Marriage

WHEN TWO PEOPLE live closely together there are going to be times when they do not see eye to eye. When these two people are of opposite sex the possibilities for disagreement increases. When they are committed to each other in a legal way, and are sharing their lives at the deepest levels it is hardly surprising that at times their personalities clash. When other, developing dependent personalities enter the situation, other childish needs and claims, whilst usually enriching for the relationship, can on occasions make for extra difficulties between marriage partners. When, in addition, ill-health, accidents and tragedies for one or both partners intrude from outside the relationship, a previously happy state of affairs can be thoroughly shaken up. When all this is happening in a dynamic, rapidly changing society, there is a need for help to cope which is felt by a lot of married couples at some time during their life together. Citizens Welfare Service tries to meet this need.

Without judging, without telling people what they ought to do, the social workers at Citizens Welfare Service provide an opportunity for married couples and those contemplating marriage, to talk through their anxieties, fears, anger, in order that an understanding is reached about the roots of the difficulties. From here they can make their own decisions as to what to do about their problems. When an unbalanced situation is reached, a skilled and objective outsider can help the couple concerned to relook at their relationship as a whole, and so to make it possible for the individuals concerned to rebuild in the best way for themselves.

Photo courtesy W.A. Newspapers Ltd.



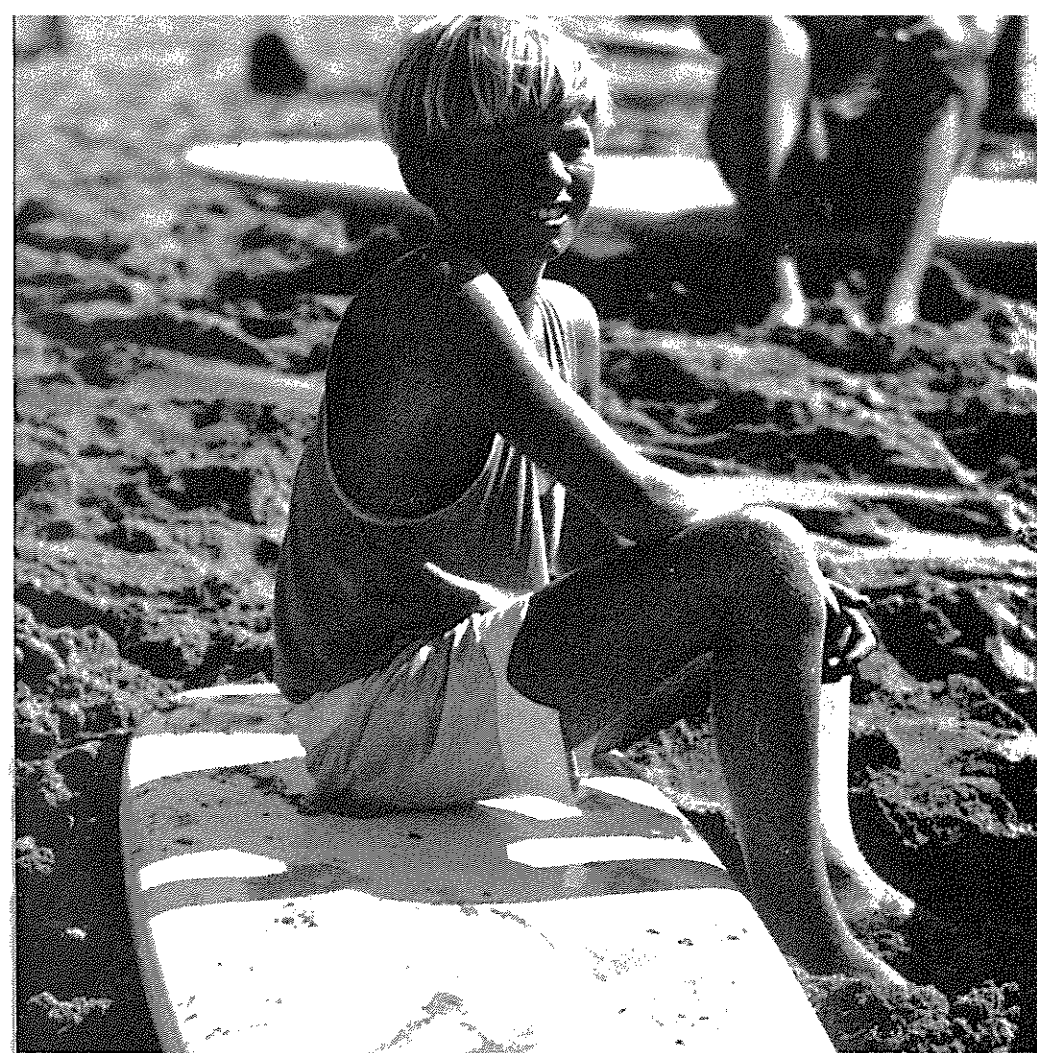
The Young Person

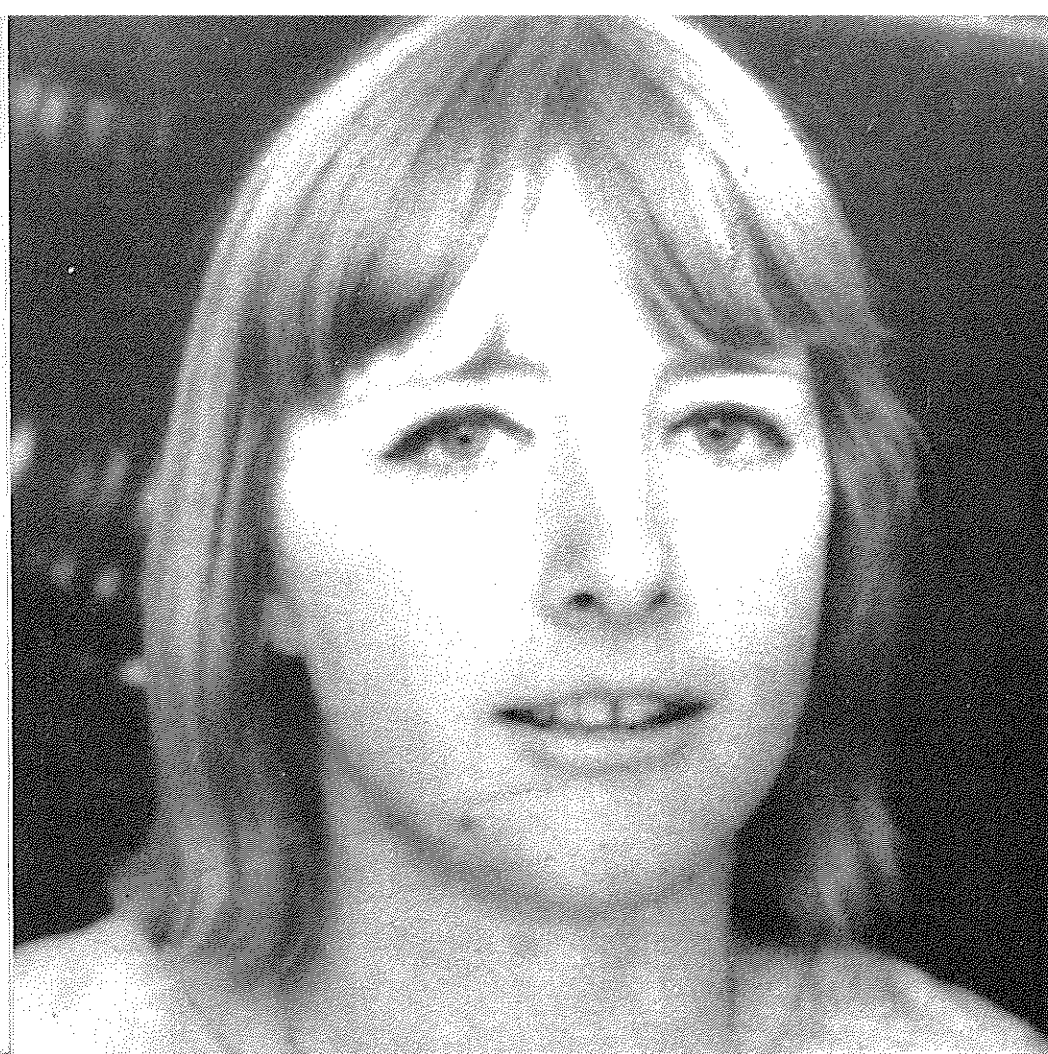
EVERY YOUNG PERSON between 12 and 18 years, during the period called adolescence, must face certain developmental hurdles and grapple with new social roles in preparation for adulthood. The exciting but frightening tasks of coming to terms with sexual and physiological changes, new thoughts prompted by a peak in conceptual development, the possibility of new values and attitudes, the discovery of interests and abilities but also of limitations bring idealistic hopes side by side with periods of despair and loneliness. This awareness of himself as separate from family and parents, and yet dependent on them for what he is and has, is paradoxical. The search for a niche in the community, a place in the work force, the search for friends, both boys and girls, who can offer companionship, are strong drives during adolescence.

While coping with developmental hurdles and personal needs of this stage the influence of the family on the adolescent is crucial. The Family's emotional support or lack of it, their financial situation, their ability to provide guidance and offer a range of opportunities are some of the many important areas of family influence. In addition, the influences from the wider society, such as educational and vocational opportunity, are most important.

What, then, of the adolescent without family support? The adolescent whose parents have abdicated responsibility, beaten down by a struggle against illness, poverty or their own personal difficulties? The adolescent from a broken home—where his parents, now with new marriages are preoccupied with a new family—so their previous children feel strangers and alone? If those best-known adults—parents—have seemed unloving, inadequate or disappointing, the fear of adulthood increases, and yet the alternatives are unknown at this young age and the future is a dark prospect to be feared and avoided. "Are all men like my father?" "Are all marriages unhappy?" "What did I do, what is wrong with me, that my mother left me?" Such questions, perhaps only partially verbalised, haunt the mind of the young person with family worries, who come to Citizens Welfare Service for help.

Photo courtesy "Walkabout"





Research

RESEARCH UNDER THE AUSPICES OF THE MYER FOUNDATION
"A study of Substitute Care for Youth."

OVER THE PAST YEAR Citizens Welfare Service has sought to study the role of the private family in caring for 12-18 year old youth who need to live away from their natural families. The situation of the adolescent without his family's support and guidance has been of great concern to many social workers. To them, the community should face the responsibility for providing these young people with physical care and protection, economic support, educational and vocational opportunities, social education and emotional support during the period when all youth must come to terms with developmental hurdles and new social roles. This period of preparation for adulthood, with its overwhelming apprehension, can become for the adolescent without family support, a time marked by aloneness and disappointments which are intensely frightening and confusing. Our pilot project questions the feasibility of the community using another private family unit to fulfil these responsibilities in lieu of the young person's own family.

In attempting to consider this in depth, an intensive and extensive phase was formed to study the care of youth of both sexes, in school and employment, who began residence in a private family between the ages of 12-18 years. The extensive phase involved interviewing the "Foster Mothers," some 123 from different agencies, and collecting information about their own families, their interest in this work, how they met the adolescent, what living arrangements were agreed upon and what difficulties occurred from their families' point of view. With the intensive phase, the possibilities and problems of a variety of levels of involvement by an adolescent in substitute family life was considered by Citizens Welfare Service on the one hand subsidising and supervising eight substitute family placements, on either a long or a short term basis, and on the other, recruiting adults and families, discussing with them in groups the difficulties of caring for someone else's youth.

A wealth of material is still to be analysed, but so far it would appear that we have unique contribution to the understanding of youth without family support and what impact and meaning to another private family his living with them has. As such, we envisage this having relevancy to the many present policies and practices with regard to substitute family care for youth. The study continues.

INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30th JUNE, 1969
GENERAL FUND

INCOME:

	\$
Commonwealth Government Marriage Counselling Grant	7,500
Hospitals and Charities' Commission	6,008
Contributions	18,200
Donations	4,432
Investment Income	2,406
Auxiliaries	782
Fund Raising Net Proceeds	544
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	\$39,872

EXPENDITURE:

Audit and Accountancy Fees	375
Advertising	336
Bank Charges and Interest	165
Christmas Cards—Net	117
Depreciation—Furniture and Fittings	303
Motor Vehicles	587
Insurance	231
Lighting and Heating	364
Motor Vehicle Expenses	1,309
Postages and Telephone	1,003
Printing and Stationery	971
Repairs and Maintenance	393
Salaries	40,593
Subscriptions	119
Sundry Expenses	494
Travelling and Conference Expenses	998
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	\$48,358
Excess of Expenditure over Income for year	(8,486)
Surplus transferred from Hostel Fund	1,182
General Funds, 30th June, 1968	45,425
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General Funds, 30th June, 1969	\$38,121

INCOME AND EXPENDITURE STATEMENT FOR YEAR ENDED 30th JUNE, 1969 (Cont.)

HOSTEL FUND

INCOME:

	\$
Donation	150
Interest Received	217
Rent Received	1,153
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	1,520

EXPENDITURE:

Bank Charges and Interest	406
Insurance	56
Maintenance	235
Rates	81
	<hr/>
	778

Excess of Income over Expenditure for year	742
Loss on Sale of Property	298
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	444

Surplus at 30th June, 1968	738
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Surplus transferred to General Fund	\$1,182

		RELIEF FUNDS	
INCOME:			
Contributions	800
Investment Income	634
Refunds	389
			1,823
EXPENDITURE:			
Grants to Clients	3,073
			1,250
Relief Funds, 30th June, 1968	10,859
Relief Funds, 30th June, 1969	\$9,609
		TRUST FUNDS	
Trust Funds, 30th June, 1968	1,813
Monies Received for General Distribution	5,172
Special Research Grant, Myer Foundation	7,000
			12,172
Disbursements	13,985
			11,335
Trust Funds, 30th June, 1969	\$2,650

Citizens' Welfare Service Of Victoria
BALANCE SHEET 30th JUNE, 1969

	General Fund \$	Hostel Fund \$	Relief Funds \$	Trust Funds \$
Funds 30th June, 1969	38,121		9,609	2,650
Boys' Hostel, Donations in Advance	1,872			
Surplus on Sale of Land and Buildings	21,203			
Government Grant		17,333		
	\$61,196	\$17,333	\$9,609	\$2,650
Represented by—				
FIXED ASSETS:				
Land and Buildings, at cost	20,700			
Building Improvements, at cost	10,306			
Motor Vehicles, at cost	3,991			
Less Accumulated Depreciation	(641)			
Furniture and Fittings, at cost	4,873			
Less Accumulated Depreciation	(2,141)			
	37,088			
INVESTMENTS, at cost	33,000	17,000	7,861	
CASH AT BANK AND ON HAND	40	333	1,748	2,650
	70,128	17,333	9,609	2,650
TOTAL ASSETS:				
LESS CURRENT LIABILITY:				
Bank Overdraft	8,932			
	\$61,196	\$17,333	\$9,609	\$2,650
NET ASSETS:				

AUDITORS' REPORT:

- In our opinion and subject to the qualification—
- (a) the above Balance Sheet and accompanying Statements of Income and Expenditure are properly 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.

Qualification

We have been unable to verify the existence or value of mortgage loans amounting to \$23,950.

Melbourne, 4th August, 1969.

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 Miss Nellie Malcolm |
| 1934—Cr J H Nettleton
(Camberwell) | 1948—Miss I V Barber |
| 1935—Cr R B Barnes
(Camberwell) | 1948—Mr Arthur Hordeen |
| 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 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 |
| | 1966—Miss N Bagot |
| | 1968—Lieut-Colonel J Summerton |