

The Citizens Welfare Service  
of Victoria

Eighty-Third Annual Report 1969-1970

## 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

Vice-Presidents: J R Ham Esq FASA  
Mrs Ian Beaurepaire

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

Gerald Lyons Esq

D F R Smith Esq

J Frederick Esq

J F Swan Esq Dip Arch Dip Arch Design

ARAI

H Scrivenor Esq BA DipSocStud

D V Peck Esq FAIM FID NSRD

A(Sen) ASA

Honorary Legal Advisers: Messrs Madden Butler Elder & Graham

Auditors: Messrs Irish Young & Outhwaite

Hon Psychiatric Consultant: Dr R D Saunders MB BS DPM

Executive Director: Miss Elizabeth Sharpe MBE

Student Supervisor: Mrs A M McHardy BA DipEd  
DipSocStud (Sydney)

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

Miss Rowena Buchanan BA

DipSocStud

Administrative Secretary: J J Spencer Esq

## EIGHTY THIRD ANNUAL REPORT 1969-1970

The year under review has been one of change and stimulus, resulting from increased understanding of the role of the professional family service agency and a greater recognition of its specialised area of work.

Because CWS serves all sections of the community and undertakes intensive casework, its function is unique and therefore its service much sought after.

Warm congratulations were expressed to Miss Elizabeth Sharpe following her award of the MBE in the New Year's Honors list. The Board of Management and staff were delighted that the presentation of this award was made by Her Majesty, Queen Elizabeth II during her recent Victorian tour.

During the year, our present staff have worked to capacity and have not always been able to meet the many demands made upon them by individuals and groups who have requested help. However, a daily duty social worker has always been available to deal at once with urgent and crisis situations and to provide a telephone consultative service.

Although it is not yet quite established what the function and role of local and regional social welfare services are to be in the future, already it has become clear that the individual client needing specialized help, especially of a long term kind, will rely on such service as is provided by the Citizens Welfare Service, even though there may be a social worker employed by a local municipality or shire.

At the beginning of the year we were asked to provide a case work service in North Melbourne and at present, an interesting project is under way by which CWS provides a social worker, financed by North Melbourne Social Service. The City Council of Nunawading, who employs its own very experienced social worker, has requested one of our workers to meet the special needs in this area. Acceptable plans have been agreed by both CWS and the Nunawading Council and this service is to commence in September 1970.

Industry also makes many demands and during the year the Board of Management (hitherto the Executive Committee), have spent much time and effort planning for the future so that CWS may effectively provide a programme whereby its social workers are enabled to direct their efforts where they are most needed by the community.

The research project being carried out for the second year and made possible by a grant from the Myer Foundation, has recently published the report of its first year's work. Our fellow colleagues and other agencies have expressed in glowing terms, their appreciation for this document which covers areas of work on which there is very little data.

There have been changes to staff and additions to our staff. Miss Rowena Buchanan, an experienced social worker who recently returned from several years in England, joined our staff, increasing our social work strength to seven. At the beginning of the year we commenced a pilot project in co-operation with the Melbourne University Department of Social Studies, whereby a teaching unit was established within our building with a member of the academic staff based with us and responsible not only for the training of students, but also for our staff development.

After many years of service, Mrs Harris decided to retire and Mrs Hampsen, who had also been with us for some time, left pending a visit overseas. Miss Headland, our welfare assistant, left at the end of 1969 to be married, and Mrs Grounds and Miss Kimpton were appointed to fill these vacancies. Miss Nixon joined the staff at the beginning of the year and provides secretarial assistance to the Executive Director. Mr Rex Matthews, who for some years had been Office Manager, was forced to resign owing to ill health and after carefully considering a future appointment, the Board of Management were of the opinion that a full time Administrative Secretary was required to take over the management of the office, accounts, finances, records, correspondence etc. Mr J Spencer was appointed to this position. Mrs Hayes continues as bookkeeper. Mrs Lenz looks after the overall staff needs as our housekeeper, and Miss Mitchell, our volunteer who joined us last year, still gives excellent and almost full time service to us. Grateful thanks are expressed to all members of staff and past members of staff for the help and loyalty afforded to the Service at all times. CWS is indeed most fortunate to enjoy the happy working relationship which exists between the Board of Management and its staff.

There have been changes too on the Board of Management. Mrs Ian Beaurepaire and Mr R Ham were appointed Vice Presidents, taking the place of Mr Williams and Mr Thodey who resigned on being transferred to Sydney. The Board has been strengthened by the appointment of Mr Scrivenor, Mr Peck, Mr Smith, Dr Goding, Mr Swan and Mr Frederick. As well as regular meetings of the full Board of Management, a number of sub committees also meet regularly, each taking responsibility for a particular segment of the work of our service. Staff are included on these Committees. Towards the end of the year, because of depleting numbers, bereavements etc., the Central Women's Auxiliary decided to disband as an organized group, but individual members still pledged their support to CWS and were willing to be called upon to meet special needs at any time. The Phoenix Business Girls group continues to function and its help is most invaluable to us. Membership has increased and the group continues to take an active interest in many adolescent girls who have been part of the CWS case load for a long time.

The 82nd Annual Meeting was held through the kindness of the Melbourne City Council in the Reception Room of the Melbourne Town Hall on Wednesday, 27th August, 1969. The guest speaker was Dr Cunningham Dax who addressed 150 people on the subject 'Thoughts on the Family'. Many organizations were represented at this meeting, together with our contributors and subscribers. CWS is greatly indebted to our very good friends who during the year, support us in many ways, not only financially.

As we go on from strength to strength, we realise even more how necessary it is to be able to call on a number of people who can be depended upon to support and encourage us in our expanding work, and grateful appreciation is expressed to the Trustee companies, business firms, and the Commonwealth and State Governments. The Melbourne Jewish Women's Guild, the Time and Talents Society, the Queen's Fund and the Kiwanis Club, have all in numerous ways met the many special requests made by our social workers to meet the needs of our clients. Mrs Crohn has continued her advice and help with our library and grateful thanks are expressed to her.

## OUR SOCIAL WORK SERVICE

Special reference should be made to our finances. Because of our increased activities and the need for more finance to carry on, Mr Dudley Peck was appointed Director of Finance on our Board of Management. Mr Willis Connolly and Mr Peter Derham kindly accepted our invitation to join a panel to advise on the financial situation for the future. We express our appreciation to these gentlemen for their kind help.

At present, the staff of CWS are working under very cramped conditions, and our present building is no longer adequate for our needs. It is hoped that the success of our Public Appeal in 1971 will make it possible to have increased accommodation and increased staff, so that we may continue what eighty-four years ago, CWS was established to provide – Service to the Community. Those responsible for the organisation of CWS in this its 83rd year, are proud to give this account of its stewardship to subscribers, contributors, Commonwealth and State Governments, Trustee Companies, firms and above all, the individual men, women and children of Victoria whom we are pledged to serve.

Signed: Elizabeth Sharpe  
Executive Director

H F Leatherland  
President



### 1. The "HOW" of the SERVICE

The central concept of "individualisation" as a way of helping people with problems remains basic to the pattern of working at CWS.

We still subscribe to the value of a person with University training in social work helping another person resolve their problems. We continue to maintain that the amount of time spent in the process should be significant, and clients are usually seen by appointment to enable concentrated attention to be focused on the difficulty being experienced by them. Appointments are continued until such time as the worker and client agree that further contact is no longer required. "Client" can mean not only one individual; it often means a couple and to an increasing extent, a whole family group.

Most interviews are at our office, but flexibility in response to need continues to be our concern and workers go to see mothers at home, teenagers near their work or school, meeting the requirements of the problem in the most appropriate manner.

## 2. "WHO" the Service ASSISTS

The door remains open to all. People are seen regardless of age, sex, religion and marital or financial status. The deciding factor as to whether contact is continued or not is the likelihood of the ongoing involvement of CWS being the most practicable means of help.

## 3. The DEMAND for the SERVICE

The demand for our Service remains at a high level. People come to us directly, but a significant proportion are referred by members of other professions: social workers in other settings, doctors and psychiatrists, clergy, employers and management, friends and relations – and ex-clients. It is often difficult to handle the demand, but the staff is continuously seeking new ways of ensuring that the efficiency of the Service is maintained at a high level.

## 4. The IMMEDIACY of the SERVICE

One of the important factors involved in meeting the demand is the "intake method". One social worker is always "on duty" during office hours. People can, and do, either telephone or call personally at the office. Crises are therefore met when the need is greatest by someone with diagnostic and treatment skills and a knowledge of other services. The techniques of immediate counselling can enable the distressed person to clarify their problem in their own minds, get support on the spot and receive information that may change the complexion of things. Not infrequently it happens that the person contacting us is thereby enabled to manage their situation without the need for additional counselling.


## 5. The SPECIALIZATION of the SERVICE

Those cases where ongoing contact is offered, fall largely into three main categories: –

(a) **Family Welfare** Under this heading are grouped both long term and short term contacts. A family may find its existence as a unit threatened by such factors as illness, low income, accommodation difficulties, loss of employment, death or desertion. A knowledge of resources and a sensitivity to the feelings and dynamics of relationships between family members is utilised to re-establish an ability to meet the problems which had seemed insurmountable.

Mrs S provides an example – A claim for Widows Pension by Mrs S, a deserted wife with one child, had been rejected without adequate explanation. Background information suggested that she was normally a capable and confident person, but she presented to this agency as destitute, depressed and confused by the inexplicable workings of bureaucracy and still grieving over the recent death of her mother.

Money and food were obtained for her immediate needs. An appeal on her pension claim was initiated, which resulted finally in a pension being granted. During this period, CWS support helped her to regain confidence and self-esteem.

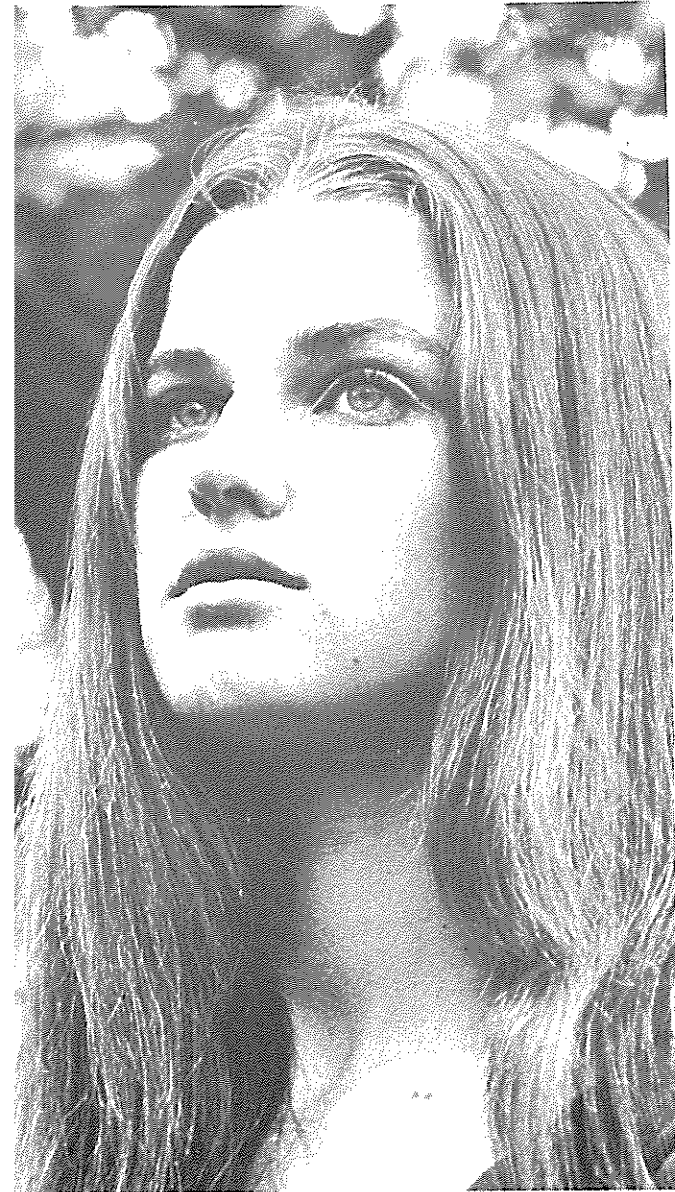
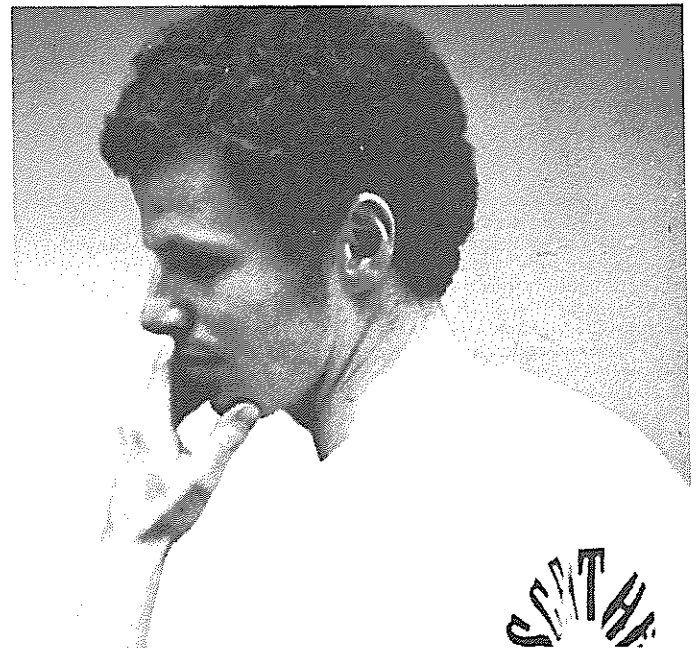


(b) **Marriage Counselling** The fact that CWS is an approved marriage counselling agency under the provisions of the Marriage Act (1961) brings many couples to us. Objectively, they frequently show none of the symptoms which outsiders associate with social work intervention. However, beneath the surface of a regular and adequate income, a decent home in which to live and a socially acceptable way of life, there exists tensions and frustrations, bitterness and anger, which are causing acute distress to both partners. Being able to express these feelings to a person who will avoid siding with either partner – in an atmosphere conducive to a constructive, problem solving approach and aided by a trained and sympathetic mind, enables a desired outcome to be achieved.

Frank and Carol provide a good example – They are both about 30, have been married for eight years and have three children. He is a computer programmer, she the homemaker. They were afraid that it was too late when they contacted us – there had been so many bitter clashes and hostile silences in the previous weeks and they were despairing at things getting better. They did, however, and in two months of weekly contacts, they had clarified the real issues which had caused the tensions and arguments, resolved how to handle them in future, and rediscovered the strengths each other had which had caused them to marry in the first place. When the contact finished they both said that they now found it difficult to recognise the couple they had seen such a short while before. For this couple, it was of considerable value to be able to arrange their appointments outside normal 'office hours'.

(c) Adolescents It is no secret that the age between childhood and adulthood is one which often gives rise to transitional crises of considerable emotional intensity. The symptoms are known to every newspaper reader. Battles with authority – both personal and general, peer-groups which offend the sensitivity of others, “dropping-out” and sensation seeking – these are commonly reported adolescent phenomena. CWS has no panacea for the ills of either society or teenagers, but it is one of the few agencies which offer a point of contact to an individual who is finding the pressures of this period of life particularly hard.

Jenney is one such girl. Fifteen years old, looking desperately for security after the failure of her father’s remarriage to answer her emotional needs, she was put in contact with CWS. After a breakdown which had placed her in a psychiatric hospital, she was overtaxing the relations who had taken her. Both the relations and the social worker have co-operated to find her a secure foster home, and funds from the Myer Foundation have enabled her to re-enrol at school, where she is currently making excellent progress. The co-ordinating and supporting role of the social worker has afforded an opportunity to a girl who was “very difficult” to become, in twelve months, a young woman relating purposefully to life. The contact continues.



Although most of the work of the agency can be categorised as above, there are clients who do not fall under any of these headings. The variety of difficulties which brings a person to the office is immense and so any illustration cannot be typical. However, Charles is an illustration of "one of the others". He was referred by another social worker in a setting where he would appropriately have got help, but the current work load there was overwhelming. He might have been sent to a psychiatric clinic, but the intake social worker would not have had time to see him. He was penniless, homeless and depressed — a single man in his late 30's who had spent his meagre savings in the previous few weeks of fruitless job searching. He was found in a rooming house, supported financially and psychologically, and is now paying back some of the help he received when he was brought down. He is much fitter and has virtually regained his old confidence and bounce. He certainly no longer looks headed for a workhouse, jail or a mental institution. He is planning to recontact his relations, whom he had avoided because of fear of over-taxing their generosity.

### 6. The "WHY" of the SERVICE

Although for clarification, our work load has been categorised as above, there remains an integrity in the overall effect. The disturbed adolescent may well have been prevented from reaching a low point if his or her parents had sought marital counselling earlier. The interaction between family welfare and marital interaction is frequently very subtle. CWS is involved with questions of personal and social functioning first and foremost, with categorisation a long distance behind.

Ultimately, the key work expressing the object of the Service is "PREVENTION". It is not possible, once intervention has occurred, to say what would have happened if it had not. However, it is obvious to the workers that, had many of the situations continued at the same level as existed when clients first approached us, a breakdown of some kind would have been inevitable. How many families have been saved from the distress and deprivation of separation; how much delinquency and underachievement has been averted; how many admissions to psychiatric hospitals have been avoided — these are imponderables. It is, however, such common observation that many significant improvements occur through CWS involvement that society at large also benefits. For example, the savings in costs for social services, courts, children's homes, prisons and hospitals — to say nothing of the less direct factors such as the effect on the productivity of client employees — all these are areas of return for the effects of CWS.

It remains a matter of distress that not infrequently we are approached when it is realistically too late to expect a thoroughly satisfactory outcome. When a patient waits until the terminal stages of cancer before consulting the doctor, there is little he can do but ease the inescapable result. Much the same sort of problem is met with at CWS: we help to prevent the preventable, but can only ease the distress of late consultation.

### 7. The "BREADTH" of the SERVICE

Although CWS is first and foremost a "casework agency", it does not mean that the social workers are totally concentrated on working specifically with individual clients. The inter-action between agency members, and with other social work and allied professional personnel, is a feature of the work load. The research made possible by the Myer Foundation under the title of "A Study of Substitute Care for Youth", continues as part of the programme, absorbing most of Miss Wood's time, along with some involvement of other workers.

Another aspect of the worker's commitment to the broader community is the time and effort spent in committee work — most of which is under the auspices of the Victorian Council of Social Service. CWS is represented where facilities such as casework services for the migrant community, emergency housing, family welfare services, adolescent counselling, day care for children, and local welfare services, is concerned.

Miss Sharpe, the Executive Director, as a social worker in an administrative post, remains strongly involved with this area of the agency commitment. As President of the Victorian Council of Social Service, she is consulted on all manner of social issues, is a member of the Family Welfare Advisory Council and Foundation Member of the Institute of Training for Community Service. In addition, speakers are provided for groups interested in learning more about the welfare aspects of their community. In this way, CWS is involved in community education where the special knowledge of the workers is relevant.



## 8. "IMPROVEMENTS" and "INNOVATIONS" to the SERVICE

The past year has seen an important new venture being undertaken in the area of student training. In past years, it has been normal for social work students to receive supervised field training at CWS, but the beginning of the 1970 academic year saw a fresh and hopeful approach to this function. Collaboration between the agency and the University of Melbourne Social Studies Department resulted in Mrs McHardy of the Department, being seconded part-time to CWS. The overall evaluation of this experiment is not complete, but from our point of view, the benefits for both students and supervisors is apparent.

Mrs McHardy has not only been involved with student training. The workers have benefited considerably from being able to use her wide experience in a consultative capacity, where the use for a second opinion is felt in respect of a particular problem affecting a client.

The staff development programme has also received a stimulus. In a complex area (and the complexity of human problems is infinite), on-going learning for practitioners is vital. Greater value is being experienced from the regular sessions with our consultant psychiatrist and the improved planning of other aspects of the development programme enables workers to ensure that a balance educational timetable is achieved.

Another area of improvement has been in the amount of stimulus injected from management level. CWS has always been noted for the extent to which everyone contributes to the making of policy. The last twelve months has seen an increased flow of information between management and staff, so ensuring that policy is realistic.

As already noted by the Executive Director, requests have come from outside bodies for the provision of a case-work service by CWS staff in a setting other than our own headquarters. The first scheme of this kind has already shown the practicability of the concept, and the confidence which this generates, enhances the feeling of optimism regarding the future.

## 9. The "FUTURE"

When looking ahead, the aim of our goal is simple. CWS wishes to extend its service in both depth and extent, to distressed people in our community. It is our intention to improve both the quality and availability of our help. There appears to be no valid reason, given the necessary finance and the human resources CWS is capable of mobilising, why its aim cannot be achieved.



STAFF MEETING

INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30th JUNE, 1970

GENERAL FUND

INCOME :	\$
Commonwealth Government Marriage	
Counselling Grant	8500
Hospitals and Charities' Commission Grant	7500
Melbourne City Council Grant	200
Contributions	16405
Donations	5977
Investment Income	1585
Transfer from Hostel Fund	664
Auxiliaries	1840
Fund Raising Net Proceeds	950
	<u>\$43621</u>
EXPENDITURE :	
Audit, Accountancy, and Legal Fees	406
Advertising	112
Bank Charges and Interest	181
Depreciation - Furniture and Fittings	365
- Motor Vehicles	337
Insurance	379
Lighting and Heating	343
Motor Vehicle Expenses	1406
Postages and Telephone	1067
Printing and Stationery	1057
Repairs and Maintenance	275
Salaries	47273
Subscriptions	17
Sundry Expenses	481
Travelling and Conference Expenses	676
	<u>\$54375</u>
Excess of Expenditure over Income for year	(10754)
Loss of Income previously brought to Account	(1071)
Transfer to Relief Fund	(180)
General Funds, 30th June, 1969	38121
General Funds, 30th June, 1970	<u>\$26116</u>

INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30th JUNE, 1970 (Cont'd)

HOSTEL FUND

INCOME :	\$
Interest Received	664
Transfer to General Fund	<u>\$664</u>

RELIEF FUNDS

INCOME :	
Contributions	\$1500
Investment Income	253
Refunds	602
	<u>2355</u>
EXPENDITURE :	
Grants to Clients	2660
	<u>(305)</u>
Loss of Income previously brought to Account (180)	
Transfer from General Fund	180
	<u>-</u>
Relief Funds, 30th June, 1969	9609
Relief Funds, 30th June, 1970 :	<u>\$9304</u>

TRUST FUNDS

Trust Funds, 30th June, 1969	2650
Monies Received for General Distribution	6221
Special Research Grant Myer Foundation	6500
	<u>12721</u>
Disbursements	15371
	<u>10042</u>
Trust Funds, 30th June, 1970 :	<u>\$5329</u>

**BALANCE SHEET 30th June, 1970**

	General Fund	Hostel Fund	Relief Funds	Trust Funds
	\$	\$	\$	\$
unds, 30th June, 1970	26116		9304	5329
oys' Hostel, Donations in Advance	1872			
urplus on Sale of Land and Buildings	21203			
overnment Grant		17333		
	<u>\$49191</u>	<u>\$17333</u>	<u>\$9304</u>	<u>\$5329</u>

represented by –  
**FIXED ASSETS:**

Land and Buildings, at cost	20700			
Building Improvements, at cost	10306			
Motor Vehicles, at cost	3981			
Less: Accumulated Depreciation	(730)			
Furniture and Fittings, at cost	4917			
Less: Accumulated Depreciation	(2506)			
	36668			
INVESTMENTS, at cost	30015	17180	6585	
CASH AT BANK AND ON HAND	40	153	2719	5329
	<u>66723</u>	<u>17333</u>	<u>9304</u>	<u>5329</u>
<b>TOTAL ASSETS:</b>				
<b>LESS CURRENT LIABILITY:</b>				
Bank Overdraft	17532			
	<u>\$49191</u>	<u>\$17333</u>	<u>\$9304</u>	<u>\$5329</u>
<b>NET ASSETS:</b>				

**AUDITORS' REPORT:**

- In our opinion –
- 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
  - the accounting and other records, examined by us have been properly maintained.

**IRISH YOUNG & OUTHWAITE**  
Chartered Accountants

Delbourne, 30th July, 1970.

**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
- 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 – Dr Una B Porter
- 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 JP (Camberwell)
- 1940 – Miss Grace Turner
- 1941 – Cr W A Fordham (Camberwell)
- 1942 – Cr A E Vine JP (Camberwell)
- 1943 – Cr F N Le Leu JP (Camberwell)
- 1945 – Cr K L O Macleay (Camberwell)
- 1946 – Cr R C Cooper JP (Camberwell)
- 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 Miss Nellie Malcolm
- 1948 – Miss I V Barber
- 1948 – Mr Arthur Hordeen
- 1948 – Mrs Donald Smith
- 1948 – Mrs D A Skene MBE
- 1949 – Mrs I Boyd
- 1949 – Mrs M Taylor
- 1949 – Cr A B 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 JP (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
- 1963 – Mr M R Tarrant
- 1966 – Miss N Bagot
- 1968 – Lieut-Colonel J Summerton

FORM OF BEQUEST

I give and bequeath to the work of  
The Citizen's Welfare Service of Victoria

.....  
.....  
.....  
.....

Signed

Date

-----