



THE CITIZENS WELFARE SERVICE OF VICTORIA

84th ANNUAL REPORT

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 Beaufrepaire

EXECUTIVE COMMITTEE AND STAFF

President:

Prof F J Willett

Vice-Presidents:

J R Ham Esq FASA
Mrs Ian Beaufrepaire

Hon Treasurer:

J P Gore Claridge Esq BA BCom ACA

Executive Committee:

D V Peck Esq FAIM FID NSRD A(Sen) ASA
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 F Swan Esq Dip Arch Dip Arch Design
ARAIA
H Scrivener Esq BA DipSocStud
Jon Frederick Esq
Basil Elms Esq

Honorary Legal Advisers:

Messrs Madden Butler Elder & Graham
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)

Social Workers:

Miss Elizabeth Ozanne BA DipSocStud
Miss Julie Wood BA DipSocStud
Geoffrey Morris Esq LLB BA DipSocStud
Miss Rowena Buchanan BA DipSocStud
Miss Ruth Vial BA DipSocStud
Mrs Paola Taylor BA DipSocStud
Miss Fay Johns DipSocStud
Roger Volk Esq DipSocStud
Mrs Barbara Robb BA DipSocStud

Sociologist:

John Henning Esq BA Sociology (Kentucky)

Administrative Secretary:

J R Cree Esq DFC

The judgement of the human heart

“There is no ‘Do you come within the rules of Statutes?’ but ‘Do you come within the human heart?’ ”

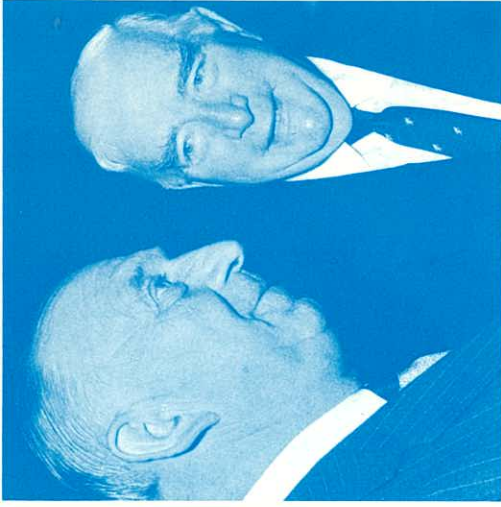
That’s how the former Prime Minister of Australia, Sir Robert Menzies, described the approach of the Citizens Welfare Service to their work.

“This appeals to me enormously,” he said, “and I wish it could be repeated and repeated and repeated all over the country”.

Sir Robert made these comments in April when he opened the Service’s \$150,000 appeal, of which he is Patron-in-Chief.

“Government departments exist by virtue of the law and are packed within rules of the law and deal with people not as individuals but as a mass,” said Sir Robert.

“In a scheme like the Citizens Welfare Service, you have the individual treatment of individuals by individuals, and this humanises social benefits.”



Sir Henry Bolte, Premier of Victoria and Sir Robert Menzies. “Age” photograph.

Somewhere you'll find a Department or Institution to help you with almost any problem. But in today's complex society that help usually arrives only after countless telephone calls, interviews and printed forms—and provided you meet the conditions laid down by the Acts or the rules of the Institutions.

The people most in need of that help are usually the least equipped to see their way clear through a jungle of red tape.

That's where the Citizens Welfare Service comes in. At one address and one phone number in Drummond Street, Carlton, anyone with a problem can get help at any time during office hours. It doesn't matter whether you are a wealthy company director who has a marriage problem or an unemployed father at his wits' end trying to keep his family together.

It was this attitude to Social Welfare, provided on a non-denominational basis which Sir Robert Menzies described as the "Human heart" approach.

The Citizens Welfare Service is directed towards the family and the individual—any family and any individual. Its aim is the preservation and maintenance of family life. With 84 years of experience in helping the people of Victoria behind it, our service is now provided by ten professionally qualified social workers. With this background and with its professional staff, CWS is eminently

qualified to provide training for University students currently undertaking Social Studies courses at the Melbourne University.

A pamphlet produced by the Citizens Welfare Service and distributed during the year, sums up the broad, humane philosophy of the Service and the ease with which its help can be obtained.

It says, in part: Are you troubled by something causing difficulty at home? Something which is making you feel worried and unhappy? Something wrong which cannot easily be put right? When you need someone who can give you effective help free of charge, you can make an appointment with the Citizens Welfare Service.

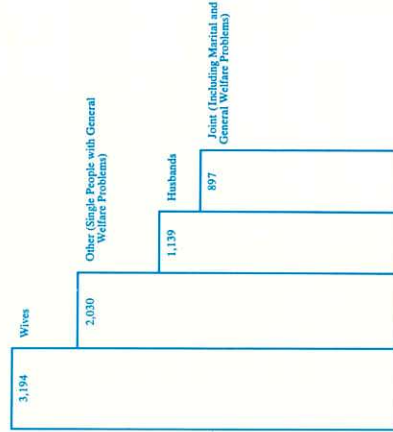
And all you have to do is ring one number—given at the bottom of the pamphlet.

Since 1961 the Service has been an approved Marriage Guidance Organisation under the Matrimonial Causes Act, thereby widely increasing the scope of its work.

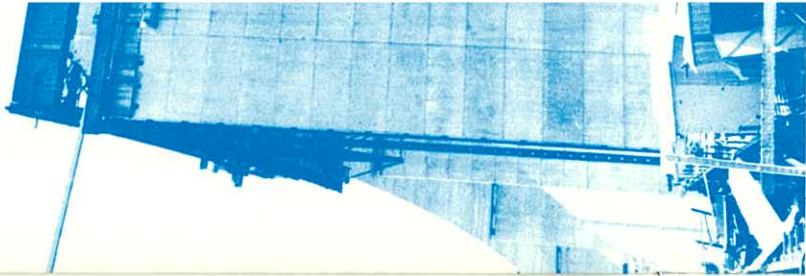
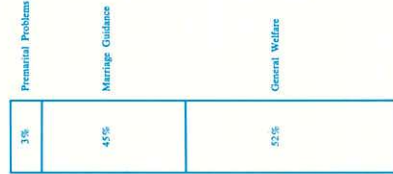
Our efforts over the past year have continued in the fields of disturbed marital relationships, family problems and assistance to troubled adolescents.

And, unlike most other organisations, the Citizens Welfare Service recognises—and accepts the challenge—that many of these problems exist among people from all walks of life, irrespective of their social standing or the size of their pay packet.

THE PEOPLE WE DEALT WITH (INTERVIEWS)



THE YEAR'S WORK (CASE LOAD BREAKDOWN)



WEST GATE DISASTER AID

WITH

Central and
Western

WORK

BREAKDOWN)

October 15, 1970 saw the greatest industrial disaster ever to hit Victoria—the West Gate Bridge collapse.

Thirty-five people were killed and 12 injured. A tragedy whose repercussions are still making newspaper headlines today, the collapse severely tested the capabilities of dozens of rescue services and public instrumentalities. Within hours of the disaster, the Citizens Welfare Service was called in to assess the needs of families and relatives of the killed and injured.

Westgate Bridge, after the collapse.
“Herald” photograph.



HOW WE WORK

Fifty-three families were looked after by the Service following the bridge collapse. And within two weeks our ten social workers had made 95 home visits.

The way our social workers tackled this task illustrates the methods used to deal with thousands of individual tragedies and problems every year.

The social worker took on the role of guide, philosopher and friend and every resource was concentrated on assisting the people affected to cope with the emotional crisis involved and to accept the changed circumstances in their lives and to plan for the future.

Wives and children suddenly had to cope with bills, hire purchase accounts, mortgages and other items usually handled by the husband.

In the West Gate case, many relatives were new Australians with the added problems of language barriers.

We had to advise on the best way to distribute money raised by The Herald appeal so that relatives of victims would not jeopardise other entitlements.

The people we help

Problems associated with death and injury are only part of the Service's work.

Among the other clients helped last year were the lonely, the depressed, unmarried mothers and deserted wives, aged and invalid pensioners, people trying to find jobs and housing and a large number of young people confronted with the multitude of problems of growing up, but lacking the necessary family background to give them proper guidance. 7,260 interviews with clients were conducted last year, some involving one person, some complete families.

Youth counselling facilities are sadly lacking in the community today and to prepare youth for responsible adulthood it is essential to have this service available. Last year, one-fifth of all cases came into the "youth" category. About 40 per cent of the young people came in of their own accord.

MARITAL PROBLEMS

The number of people seeking help with marital problems is increasing and they come from all socio-economic groups. Last year 904 were seen by the Service for marriage guidance.

The affluent society might be lessening the burden of the underprivileged, but it is doing nothing to resolve the many conflicts of an unhappy marriage. Marital conflicts range from infidelity, sexual problems, loneliness and depression to child rearing, alcoholism, gambling and wife beating. Often they result in divorce, with a high cost to the psychological

welfare of the children and the community, not to mention the financial cost.

The Citizens Welfare Service by confidential discussions with partners tries to locate the conflict and bring the couple together by understanding each other's difficulties and clarifying the problem.

Our doors are open to anyone on a completely non-denominational basis. People with emotional and social problems are referred to us by doctors, lawyers, the clergy, by social service departments, and soon, from a coordinated scheme within industry.

Someone is always at hand or near a phone at the Citizens Welfare Service headquarters during office hours to give immediate advice. The social worker on duty then decides what future contact is needed between the client and Service so that the problem may be straightened out.

Interviews are held at the office or in a client's home. Where necessary, our social workers have met clients near their place of work, in coffee lounges or in cars for lunch-time chats.

Often the social worker is the first person who has even been willing to listen to a client's problem.

OTHER ACTIVITIES

University

A student unit from the Melbourne University's Social Studies Department is attached to the Citizens Welfare Service and works under the guidance of our staff. Last year a member of

the University's academic staff, Mrs Margaret McHardy, came across to the unit and worked with us. Besides benefiting the students, the move has stimulated our own staff development program. Our workers also give lectures to schools, church groups, training institutes and other bodies.

Research

The two-year research study of "Substitute Care for Youth", dealing with the problems of youngsters raised outside the normal family environment, has been completed. The study sponsored by the Myer Foundation is looked into in greater detail later in this report.

Councils

Our work with the Municipal Councils of North Melbourne and Nunawading has continued with four half-day sessions at North Melbourne and two days of afternoon and evening sessions at Nunawading every week. Our work is in addition to that provided by the Municipal Council's social workers and the Citizens Welfare Service is paid for the sessions.

Funds

Generally our funds come from the State and Commonwealth Governments, Municipal Councils, Trusts and the public. Our continued existence depends not only on the maintenance of these contributions, but in this era of rising costs, a substantial increase in their level.

Why we need more money

Mrs Margaret it and worked students, the staff develop- give lectures ing institutes

of "Substitute ie problems of normal family d. The study tion is looked s report.

Councils of ing has con- ons at North afternoon and t provided by workers and paid for the

the State and Municipal lic. Our con- y on the main- out in this era ecrease in their

The problems of an increasingly industrialised and urbanised community bring added problems in fields of social services and family welfare.

The Citizens Welfare Service has long standing and continuing obligations as a non-denominational specialised family welfare agency.

Year by year the demand for our services increases. In the past year the additional work load has required an increase from seven to ten in the size of our professional staff, and in turn has created a demand for more accommodation.

At the moment anything from 25 to 29 people work at headquarters at the one time. Space is so limited that the organiser of the new Industrial Wing, Mr. John Henning, works in an upstairs passage, and the University training group has to study in the Board room.

To relieve this overcrowding we have bought the building next door at 195 Drummond Street, Carlton at the cost of \$39,000. We are due to occupy part of this building on 1 August 1971 and to take it over completely in January of next year. To date we have paid 10% deposit and will be required to pay the balance in January on takeover.

We will require to expend an additional \$5,000 to \$6,000 in renovations and alterations.

The Service will have to employ three more social workers almost immediately the scheme

for industry is launched. More social workers may be added later as the Industrial Wing increases its operation.

When this occurs, we will be faced with another accommodation problem, and this factor has been taken into account in our forward planning.

It is planned, too, to develop the operation of the Municipal Wing and to extend the Service's capacity in times of an emergency like, for example, the West Gate Bridge disaster.

The Service also intends to extend the unique training facilities which it runs in conjunction with the Melbourne University's Department of Social Studies.

As in all fields, constant experimentation with new methods leads to improvements. Social Welfare is no exception. Extra funds would enable us to experiment with new services and new client groupings and to provide a pattern for agencies similar to ours in other States.

Our FAMILY AFFAIR APPEAL was launched at the Old Customs House, 400 Flinders Street, Melbourne on May 4, 1971, by Sir Robert Menzies KT CH.

The total raised to June 30, 1971 was \$69,961 and we are most grateful to our many private donors, and those from Trusts, deceased estates, commerce and industry, who supported the Appeal.

We extend our thanks also to our regular donors who have continued with their generosity throughout the year.

THE FAMILY AFFAIR APPEAL will remain current during 1971 and we still have a big leeway to make up to reach our target of \$150,000.

Youth counselling service

A youth counselling service or the frightening alternative of a psychiatric institution? These extremes, with virtually nowhere else to turn as a half-way remedy, are often the only choices of disturbed young students facing secondary education in Victoria without their family's support.

That's one of the conclusions of the second and final part of the Citizens Welfare Service's study—Family Substitute Care For Youth.

The report, by Julie Wood BA (Hons) DipSocStud (Melb) entitled "A Service to Student Youth" was prepared under the auspices of the Myer Foundation. It found: "The needs of these groups are overlooked, or at best poorly catered for, by our present health and welfare systems".

The Recommendations

It recommended five different types of treatment facilities to meet the needs of such youngsters.

- Intensive therapeutic units for severely disturbed children between 10 and 15 years to be set up in different regions and staffed by permanent professional people.
- Small residential homes with attached schools for emotionally and intellectually retarded adolescents.
- Small therapeutically oriented residential centres for moderately disturbed secondary students who maintain close ties with their parents during treatment.
- A private family care scheme to select suitable substitute families from local communities.
- Smaller, personalized hostels for older

secondary students who are independent enough to cope with hostel life, but who still need the support of a firm and understanding staff.

The Research

The study, published in a 107-page report, was based on an assessment of needs of nine students who were clients of the Citizens Welfare Service. The research had to define two points: Why a substitute family appeared to be more feasible to care for young people still studying than those at work and what other facilities were needed to help secondary school students requiring substitute care and treatment.

The study's reasons why students rather than workers seem to fit better into a substitute family were:

- A young person continuing at school had a potentially higher intelligence and could display greater tolerance within a substitute family.
- Student placements received greater support from bodies like social agencies and schools.
- More emphasis was given to matching the substitute family with the natural family for youngsters still going to school than those already working.

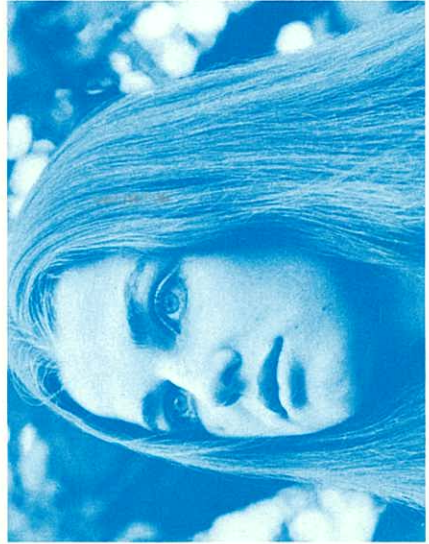
The report pressed for more financial help for youngsters trying to study in a substitute family set up.

It recommended that where the need for substitute care was assessed by either the school counsellor, the Education Department's Psy-

chology and Guidance Branch or a professional welfare organisation, their word should be sufficient for the student to qualify for financial assistance. The current \$40 maintenance allowance should be increased to \$150 in most cases, the report said.

Teachers also needed constant help by qualified personnel if they were to make an early assessment of students striking personal difficulties.

The report concludes: "It is realized that the development of these areas to better meet the manifest needs of many secondary students requiring care will be expensive and not immediately obtainable in full". However, recognition of these gaps and unmet needs is essential if this community is to fulfil its responsibilities to its—struggling youth in helping them achieve a more adjusted life as adult citizens.



The coming year will see the implementation of the Citizens Welfare Service Industrial Wing—a move which we feel is unique in the field of social service.

Negotiations with a number of large companies have already been finalised and more will be approached soon. By making employees in the Industry aware of the services available to them through our organisation, the Service expects to greatly increase its operation in the future.

The scheme will be widely advertised through companies. Employees will be able to receive free, professional counselling in family and marital problems. Firms in the scheme will receive a plaque describing the confidential help available. The companies will subsidise the scheme at a rate of 20 cents a year for each of their employees.

With financial help from the Commonwealth

Government we hope to make the Industrial Wing self-supporting within three years.

Six monthly statistical statements showing how many employees sought counsel and the types of problems encountered will be sent to subscribing companies.

Besides enabling us to reach many more people to help them with their personal problems, the scheme should also prove tremendously helpful to employers. As a service to industry we feel the scheme will help increase productivity by reducing absenteeism and industrial accidents, and improve poor work incentive.

As far as we know this is the first time such a scheme has been tried anywhere in Australia—or in the world. It is regarded as a pilot scheme and we trust other organisations will follow the lead if it proves as successful as we feel it will.

The industrial wing— how it will work

GENERAL FUND

Income and Expenditure Statement for the Year Ended 30th June, 1971	\$
Income:	
Commonwealth Government Marriage Counselling Grant	9,500
Hospitals and Charities' Commission Grant	7,500
Contributions	16,354
Donations	2,870
Investment Income	2,749
Auxiliaries	636
Fund Raising Net Proceeds	1,053
Municipal Wing	4,389
West Gate Bridge Appeal Trustees	2,773
	<u>\$47,824</u>
Expenditure:	
Audit and Accountancy Fees	400
Advertising	182
Bank Interest	774
Depreciation—Furniture and Fittings	376
Motor Vehicles	387
Insurance	440
Lighting and Heating	381
Motor Vehicle Expenses	1,628
Postages and Telephone	982
Printing and Stationery	1,545
Repairs and Maintenance	907
Research	2,700
Salaries	56,575
Subscriptions	113
Sundry Expenses	757
Travelling and Conference Expenses	1,063
	<u>\$69,210</u>
Excess of Expenditure over Income for year	(21,386)
General Funds, 30th June 1970	26,116
General Funds, 30th June 1971	<u>\$4,730</u>

Income
Statement
30th Ju

THE CITIZENS' WELFARE SERVICE OF VICTORIA

APPEAL FUND

Income: Contributions Received \$ 69,961

Income and Expenditure Statement for the Year Ended 30th June, 1971 (Continued)

\$		\$
9,500	General Expenses	733
7,500	Insurance	150
16,354	Legal Expenses	13
2,870	Motor Vehicle Expenses	168
2,749	Postage	380
636	Printing and Stationery	2,095
1,053	Public Relations	2,054
4,389	Salaries	3,890
2,773	Travelling Expenses	112
<u>47,824</u>		<u>\$9,595</u>
400		<u>\$60,366</u>
182		
774		
376		
387		
440		
381		
1,628		
982		
1,545		
907		
2,700		
56,575		
113		
757		
1,063		
<u>69,210</u>		
21,386)		
26,116		
<u>\$4,730</u>		
	Expenditure:	
	General Expenses	
	Insurance	
	Legal Expenses	
	Motor Vehicle Expenses	
	Postage	
	Printing and Stationery	
	Public Relations	
	Salaries	
	Travelling Expenses	
	Appeal Fund, 30th June 1971	
	Income:	
	Contributions	\$
	Investment Income	800
	Refunds	511
		86
		<u>1,397</u>
	Expenditure:	
	Grants to Clients	2,559
		(1,162)
		<u>9,304</u>
	Relief Funds, 30th June 1970	
	Relief Funds, 30th June 1971	<u>\$8,142</u>
	TRUST FUNDS	
	Trust Funds, 30th June 1970	5,329
	Monies Received for General Distribution	15,502
	Trades Hall Council Contribution	4,000
		<u>19,502</u>
		<u>24,831</u>
		<u>22,350</u>
	Trust Funds, 30th June 1971	<u>\$2,481</u>

	General Fund	Appeal Fund	Relief Funds	Trust Funds
BALANCE SHEET				
30th JUNE, 1971				
Funds, 30th June 1971	\$ 4,730	\$ 60,366	\$ 8,142	\$ 2,481
Boys' Hostel, Donations in Advance	1,872			
Surplus on sale of Land and Buildings	21,203			
	<u>\$27,805</u>	<u>\$60,366</u>	<u>\$8,142</u>	<u>\$2,481</u>
Represented by—				
FIXED ASSETS:				
Land & Buildings, at cost	59,505			
Building Improvements, at cost	10,306			
Motor Vehicles, at cost	4,325	1,625		
Less Accumulated Depreciation	(525)	(75)		
Furniture & Fittings, at cost	6,030			
Less Accumulated Depreciation	(2,882)			
	76,759	1,550		
INVESTMENTS: at cost (page 4)	30,015		6,585	
CASH AT BANK AND IN HAND:	17,284	58,816	1,557	2,481
	<u>124,058</u>	<u>60,366</u>	<u>8,142</u>	<u>2,481</u>
TOTAL ASSETS:				
LESS CURRENT LIABILITIES:				
Victorian Government Hostel Grant	17,333			
Bank Overdraft	43,820			
Balance owing under Purchase Contract for 195 Drummond Street Premises	35,100			
	<u>96,253</u>			
NET ASSETS:	<u>\$27,805</u>	<u>\$60,366</u>	<u>\$8,142</u>	<u>\$2,481</u>

AUDITORS' REPORT:

**Trust
Funds**

\$
2,481

\$2,481

2,481

2,481

\$2,481

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

IRISH YOUNG & OUTHWAITE
Chartered Accountants.

Melbourne,
29th July, 1971.

Looking to the future

The problems of people in the field of human relationships and emotional conflict are not confined to residents of the metropolitan area. Our name embraces the State — "THE CITIZENS WELFARE SERVICE OF VICTORIA" — and it follows that we owe an obligation to ALL citizens of the State.

People living in country areas are faced with the problem of travelling long distances and absenting themselves from places of employment with consequent loss of income, if they are to avail themselves of our services.

For these people removed from the metropolis of Melbourne, to be obliged to forego the help we are able to give them due to distance or financial restrictions and to suffer the obvious consequences, is diametrically opposed to the aim of our organisation — the preservation of the family.

Large centres of population exist in the Latrobe Valley, the Goulburn-Murray Valleys and in the Western and Northern Districts.

These areas are covered in part by the State instrumentality, but as our specialised case-work service is unique in character, and not available otherwise, we look forward to the day when we can serve all those people throughout Victoria who need our help.

We recognise that there will be great problems involved in extending our organisation to the country areas, but we feel that with the help of our many friends and also of the generous people of Victoria, the attainment of this goal within the next decade will be possible.

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
 1969 — Dr H F Leatherland

FORM OF BEQUEST

I give and bequeath to the work of The Citizens
Welfare Service of Victoria

Signed

Date

