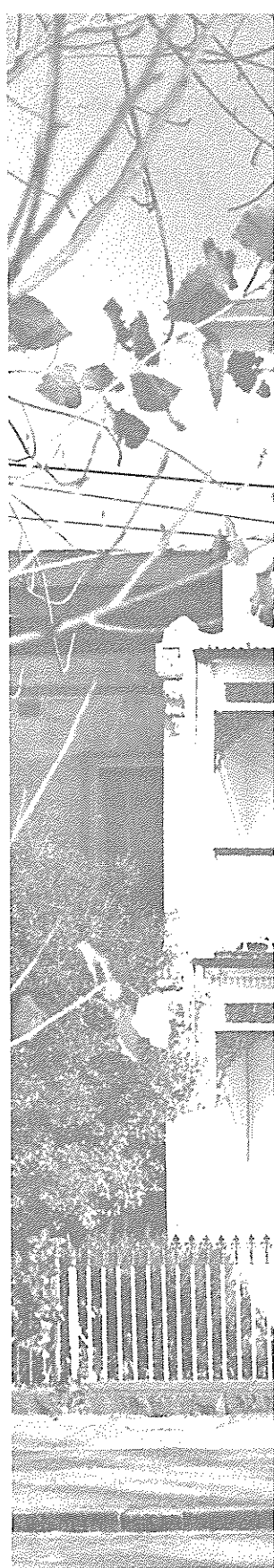


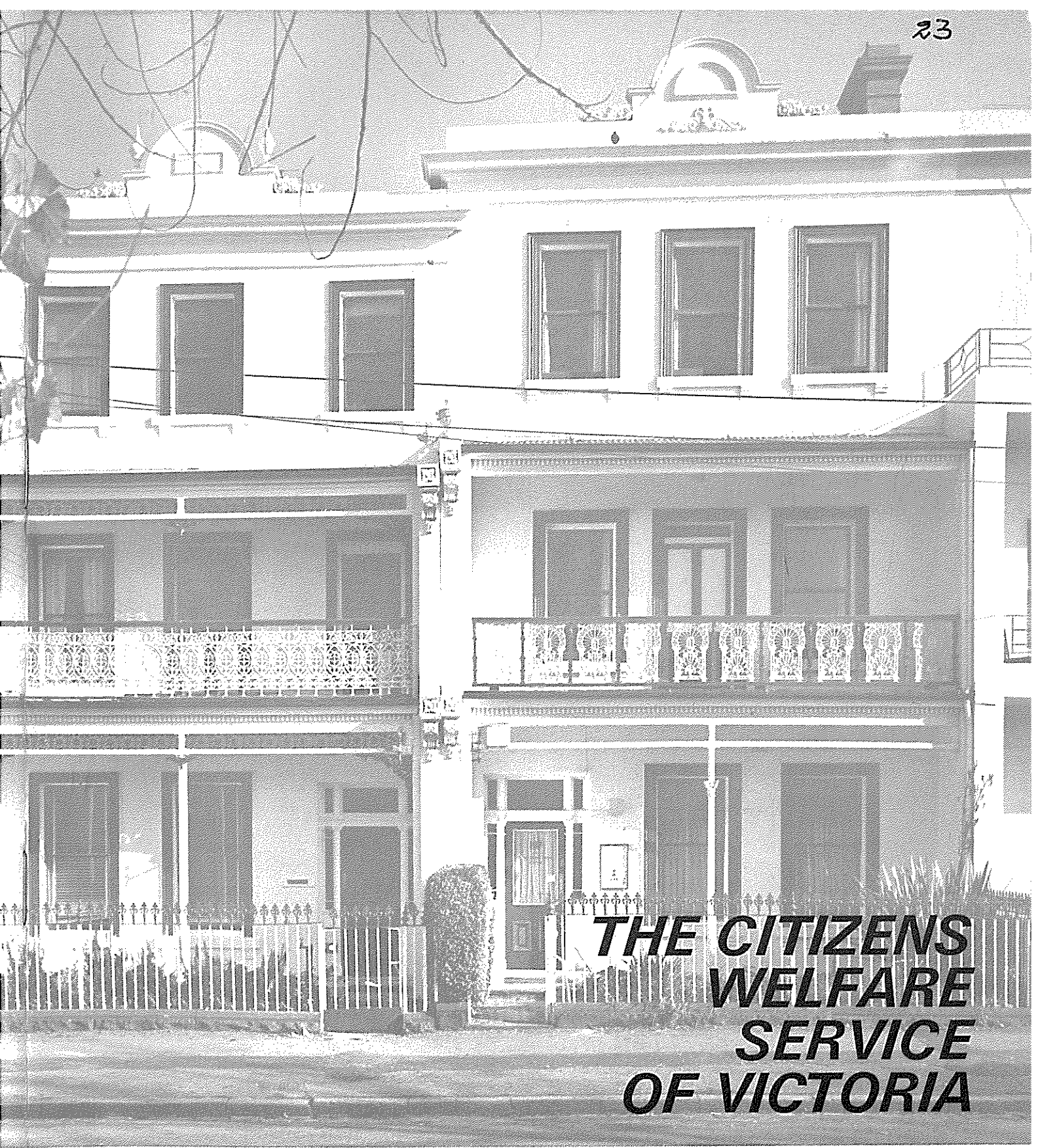
FORM OF BEQUEST

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

Signed

Date





***THE CITIZENS
WELFARE
SERVICE
OF VICTORIA***

85th ANNUAL REPORT 1971-1972

OFFICE BEARERS AND STAFF

The Citizens Welfare Service of Victoria
197 Drummond Street, Carlton 3053

CHIEF PATRON:

PATRON:

PATRONESS OF AUXILIARIES:

Board of Management and Staff:

President:

Vice-Presidents:

Hon. Treasurer:

Board of Management:

Honorary Legal Advisers:

Auditors:

Hon. Psychiatric Consultant:

Executive Director:

Director of Finance:

Student Supervisor:

Social Workers:

Administrative Secretary:

Founded 1887

Telephone 34 8293 (5 lines)

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

Professor Sir Samuel Wadham Kt MA LLD
Mrs. Ian Beaurepaire

Professor F. J. Willett (till March)
Professor J. Poynter MA (OXON), PHD

J. R. Ham Esq. FASA
Mrs. Ian Beaurepaire

J. P. Gore Claridge Esq. BA BCom ACA

H. Scrivenor Esq. BA DipSocStud
L. J. Tierney Esq. MSc BA DipSocStud

Miss Doris Delaney
Dr. G. Goding MB BS MANZCP

Gerald Lyons Esq.

J. F. Swan Esq.

Dip Arch Dip Arch Design ARAIA

D. F. R. Smith Esq. LLB

Jon Frederick Esq. BA MA Ps.S

Basil Elms Esq.

John Danks Esq.

Cr. K. J. Buxton JP

Messrs. Madden Butler Elder & Graham

Messrs. Irish Young & Outhwaite

Dr. R. D. Saunders MB BS DPM

Miss Elizabeth Sharpe MBE

Major-General C. E. Long CBE (RTD)

Mrs. A. M. McHardy

BA DipEd DipSocStud (Sydney)

Miss Elizabeth Ozanne BA DipSocStud

Mrs. Julie Nankervis BA (Hons) 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 BA DipSocStud

Mrs. Barbara Robb BA DipSocStud

Mrs. Elizabeth Rosanove BA MSW (Part-Time)

Mrs. Margaret Russell-Smith

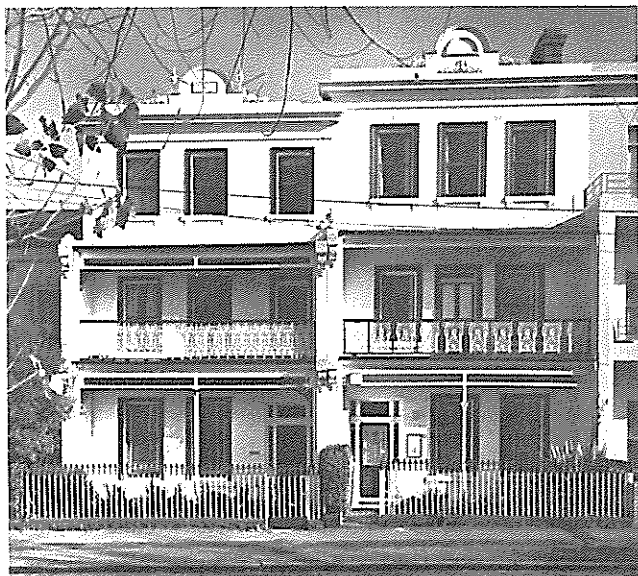
BA DipSocStud AIHA (Part-Time)

Roger Volk Esq. BA (Hons) DipSocStud (till April)

Mrs. Mavis Read BA DipSocStud (Part-Time)

R. R. Ashcroft Esq.

THE PRESIDENT



March of this year saw the departure of Professor F. J. Willett to take up a new appointment as Vice Chancellor of Griffith University in Brisbane. This meant the enforced severance of his ties with C.W.S. and his resignation as President of the Board, a position which he had held and discharged with efficiency and vigour since 1969.

We have been fortunate, indeed, that Professor J. F. Poynter has kindly agreed to assume the Presidency of the Board and he was appointed to this position on 1st April, 1972.

Professor Poynter is Dean of the Faculty of Arts, Melbourne University. He brings a wealth of knowledge and a keenness to understand the problems of Social Welfare, and we look forward to a long and happy association with him.

THE CITIZENS WELFARE SERVICE OF VICTORIA WHO ARE WE?

WE are a family Agency committed to helping people, both families and individuals.

WE are an Organisation which exists to assist people adjust to our increasingly changing society, to help them to the solution of their problems; to the new adjustments they may have to make, and in many cases, by our foresight, based on experience, to prevent situations from arising which could cause distress to individuals and families.

WE are a professional Staff of ten full time and two part time highly trained and experienced social workers—a total of 12.

WE are an Administrative Staff who take care of the domestic load associated with the functioning of the Agency—the office work, the bookkeeping, the housekeeping and the hundreds of other jobs which have to be done to keep the Agency running smoothly—in total we number nine.

Together we make 21 all pledged to serving the community of families and individuals in the State of Victoria in the fields of Marriage Guidance, Family Counselling and assistance to young people in the difficult years of growing up.

THE CITIZENS WELFARE SERVICE OF VICTORIA WHAT WE DO

WE fulfil a function unique in Community Services – preventive service oriented to the person and family rather than being centred on individual problems, which in most cases are symptomatic only of the root cause of disturbed relationships. Our service is available to everyone.

WE help people to help themselves in the solution of their own problems, whether it be in unsatisfactory husband/wife relationships; parent/child problems; individual adjustment concerns; the problems of adolescents.

WE also help in such matters as household management, work adjustment, financial management, and with problems of an environmental nature such as housing and settling into a new community.

WE are well known to members of the medical profession, the clergy, other social work agencies and both State and Commonwealth Governmental departments from whom we receive many referrals. The great majority of our clients are self referred – and we know this is due to two factors – satisfied clients pass the good word to their friends and publicity generated by the 1971 Appeal has brought the service to the notice of a wider range of people, many of whom have availed themselves of our service.

WE are very careful at the first meeting with a client to outline the function of the service and to state how we go about providing assistance. The choice of whether or not to accept our service is for the client to make. Once the client is accepted, future interviews are arranged by appointment, normally at our premises in Drummond Street, but on occasions at alternative venues, such as at home, or perhaps after school or at a lunch-time rendezvous.

The following sections will give an indication of the tremendously wide variety of problems

with which the C.W.S. constantly deals:

MARITAL COUNSELLING

This includes counselling with engaged and married couples from all walks of life.

Generally they are self referred to us because they have become aware of difficulties in their relationship.

Some of the problems are:

(a) engaged couples – frequently doubts are expressed about going on with the marriage – through personal anxieties over commitment to another person; arguments over small or large issues; conflict with prospective in-laws. Also helping the couple make decision if girl pregnant.

(b) newly married couples – many ordinary adjustment difficulties are large hurdles for some couples. Separating from their families and standing on their own feet as a couple; reaching a satisfactory sexual relationship; learning to give/take in a real relationship rather than the glamorous romantic type often portrayed; each learning to accept certain differences and independence by the other.

(c) problems around having a family. Conflict over wanting to start a family – questions of security, career, independence often raised. Following pregnancy (birth also) when the wife may become more dependent upon husband or less able to give him sole attention because of the child; conflict sometimes arises over the giving of affection or time devoted to each other. Either partner may feel rejected, depressed or tied down.

(d) general problems after several years of marriage – the most common subject is the “we can’t talk (communicate) any more” or

the vague feeling of drifting apart, often to the point where the couple are considering separation. Sometimes the difficulty is defined more specifically by the couple—depression; infidelity; heavy drinking; frequent arguments with occasional violence; sexual difficulties; argument over the children or finance.

OUR GOAL

Modern society places more strain and emphasis on spouses meeting the needs of each other and of their children. We aim to help couples communicate their needs and solve for themselves ways of meeting these. Frequently through their relationship with the social worker, clients are able to realize new ways of relating to each other.

ADOLESCENTS

Adolescents, mainly between 14 and 21, come to us either by way of worried or angry parents in search of understanding on how to deal with their son's or daughter's growth or apparent hostility towards them, or in search of external authority to support and justify parental attitudes. If the latter, the realisation of a C.W.S. worker's impartiality and aim to clarify and promote mutual understanding of the situation is thus often surprising and immensely reassuring to all concerned.

Adolescent boys and girls also contact us directly. They are often desperate for understanding and express this as a wish to leave home, or by quitting a stable job or through a series of disturbing and unsatisfactory relationships whose consequences may be emotional turmoil, confusion of thought processes, drug-taking, or pregnancy. If accommodation or employment is an obvious need, a C.W.S. worker

will involve community resources and support the boy or girl in efforts to tackle a new situation. The counselling of adolescent youngsters requires skill, directness, emphasis on relationship and the treating of the young person as a worthwhile individual. He or she must be communicated with in such a way as to overcome possible initial age or authority barriers between our worker and a client. Adolescent counselling makes heavy demands on worker time, skill and knowledge, but often, and especially with a bright, verbal client, brings with it its own special flavour or quality in terms of the depth and growth-producing impact of the relationship both on the adolescent and, often, on the worker as well.

DOCTOR-STUDENT GROUP

At the beginning of 1971 Citizens Welfare Service, together with the University Department of Social Studies, and the Royal Australian College of General Practitioners, sponsored a project to examine the possibility of closer collaboration between the professions of medicine and social work. Each of four specially selected senior and final placement students was placed with a general practitioner for final field work of three months. The students were attached to the student unit at Citizens Welfare Service and benefited from our supervisory programme. Recently a report on the project was published, and this is of great value, especially in view of the current interest in the feasibility of community health centres involving several professions working together.

The report considers in detail the collaborative relationship that developed between doctor and social work student, considering especially areas where problems can arise, and where there may be most satisfactions for each profession.

PROGRAMME FOR EXPANSION

It was concluded that the location of a Social Worker in the doctor's surgery provided a useful service to the patients whose complaints are often not only physical but also emotional.

The report also contains a detailed evaluation of the students' experience with the doctors, as a field work placement, taking into account the further possibility of such projects.



Over the past five years we have seen a dramatic increase in the demand for our service and the work load has approximately doubled as illustrated in a graph on another page of this report.

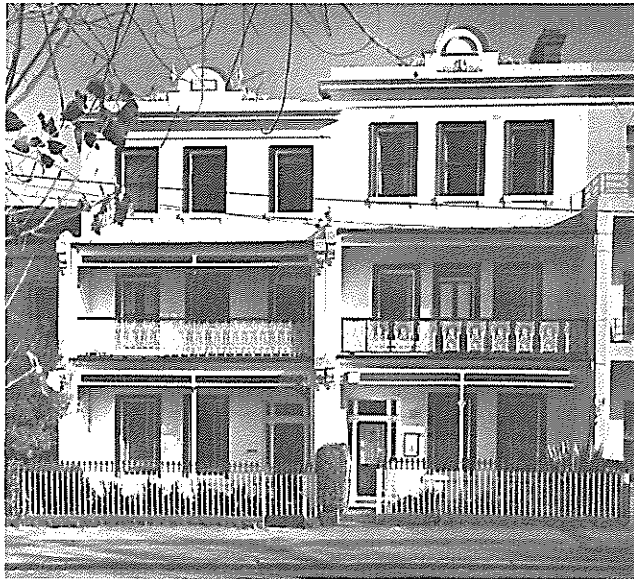
With such a heavy demand for our services it is clear that we fill a vital community need and it is most necessary that the service expand in order to provide for a greater number of people not only in the metropolis of Melbourne but throughout the State of Victoria.

Since our operations at the moment are confined to the metropolitan area, we have been obliged to purchase 195 Drummond Street in order to relieve the overcrowded conditions under which we were forced to work. Paired with 197 Drummond Street, these two houses provide a family-oriented premises which is so important to us as a Family Service Agency.

Our plans for expansion, as well as in the geographical sense, include an intensive examination extending over the full range of professional Social Work Services offered by the Agency. This built-in Assessment Programme will continue to lead to an ever higher level of casework service. We intend also to broaden our service to adolescent clients and their parents.

The increasing and developing casework specialisation which this Agency has to offer seems likely to lead C.W.S. into becoming a casework consultative Agency to an even greater degree in the future.

INDUSTRIAL WING



Following the announcement in last year's report of the implementation of Citizens Welfare Service Industrial Wing this pilot scheme continues to steadily develop. Employees have availed themselves of our service and it is hoped will increasingly do so in the future.

It is encouraging to note the awakening interest of businessmen towards the needs of the community, not merely by donating funds to worthy causes, but by becoming more involved in the special problems of disadvantaged groups and individuals and in the exploration of how such problems can best be met to the benefit of the overall community.

Within the concept of the Industrial Wing lies a growing concern by the employer for his employee, and an understanding of those factors which cause poor work incentive, absenteeism and general work sluggishness.

By the provision of a skilled service to assist with personal problems, C.W.S. is convinced that production will increase, the economy will benefit and the quality of work satisfaction be enhanced.

Given the necessary resources C.W.S. will vigorously pursue this avenue of special service to the benefit of the community work force.

MUNICIPAL PARTICIPATION

As reported last year the Nunawading City Council requested C.W.S. to provide a consultant Social Worker for sessional work within the



municipality. This has been a most exciting, worthwhile and satisfactory scheme and has been so successful that the Nunawading Council has decided to expand their Social Work Department to enable it to cope with the task. For this reason we discontinued our work at Nunawading in December, 1971.

C.W.S. has continued to provide part time social work help to the North Melbourne Social Service and as from June of this year, we have been requested to make available a social worker to work full time in the North Melbourne area. This request has been agreed to by our Board and satisfactory financial arrangements have been made.

With the increase in the number of social workers and welfare officers being employed by municipalities, together with the Citizens Advice Bureau and the multiplicity of Advisory Services, the sources of referral to an Agency such as ours have increased to the extent where more and more demands are being made upon our services. Referring sources are increasing continually but the centres and staff to which clients are referred for skilled professional help are not.

Such disproportion indicates the need for an Agency such as C.W.S. to be able to expand its staff to allow it to cope with the expanding workload and to be prepared to branch out into municipalities who need consultative help. To do this, we need to be secured on a proper financial basis by the Governments of both the State and the Commonwealth.

Participation in community work at a municipal level, such as outlined above, also indicates a trend towards possible greater involvement in the location of community needs and the promotion of needed community resources.

EXECUTIVE DIRECTOR'S OVERSEAS TRIP

The Executive Director spent six weeks in England and America from December to February 1972, during which time she visited Agencies equivalent to ours in England, New York and San Francisco.

Whilst in England contact was made with the Gulbenkian Foundation, time was spent with the Family Welfare Association and with a Family Service Unit.

In U.S.A. much interest was expressed by Industry generally in the concept of the work of our Industrial Wing and the Union Carbide Corporation of New York regularly communicate and send most useful and relevant literature.

Work with disturbed youth was the pivot of study in San Francisco and their programme for Runaways most impressive.

The overall impression gained was threefold:

- 1. that our work is well within world standard, both in function and professional practice.*
- 2. both countries accept such service as essential.*
- 3. professional salaries are secured by Government, Philanthropic Trusts, Foundations, community chests, and greater community funds are an essential part of welfare funds.*

In England, the London based Family Welfare Association is disposing of its large building opposite Victoria Station and is very much in a transitional stage at present.

In New York, there seemed to be a swing against actual individual casework service to that of the community organisational role. San Francisco, on the other hand, adheres more to our pattern of work, providing for professional casework service to individuals and to families, together with support to this service i.e. Day Care which was required, particularly by the single mother, school girl, group.

The problem of dependent people, particularly drug dependence, made programmes necessary on a scale which it is hoped will never be required in Australia.

The usefulness of the opportunity to regularly liaise with our equivalent Organisations in other parts of the world is of mutual benefit and the ongoing exchange of programmes and policies most valuable.

**INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30th JUNE, 1972**

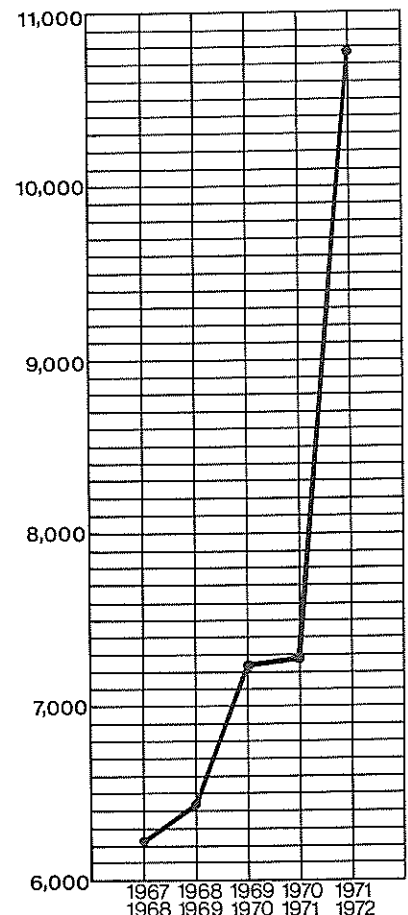
GENERAL FUND

INCOME:	\$
Commonwealth Government Marriage Counselling Grant	12,000
Hospitals & Charities Commission Maintenance Grant	7,500
Contributions	13,681
Donations	1,691
Investment Income	2,132
Auxiliaries	1,000
Fund Raising Proceeds	1,256
Municipal Wing	4,904
Westgate Bridge Appeal Trustees	7,227
	<u>\$51,391</u>
 EXPENDITURE:	
Audit and Accountancy Fees	400
Advertising	42
Bank Interest	435
Books	300
Christmas Cards	1,720
Depreciation – Furniture and Fittings	330
– Motor Vehicles	925
Insurance	460
Lighting and Heating	504
Motor Vehicle Expenses	1,270
Postages and Telephone	1,184
Printing and Stationery	2,728
Professional Development Programme	570
Repairs and Maintenance	1,165
Research	2,025
Salaries	79,825
Subscriptions	142
Sundry Expenses	513
Travelling and Conference Expenses	4,863
	<u>\$99,401</u>
Excess of Expenditure over Income for year	(48,010)
General Funds, 30th June 1971	4,730
Add: Transfer from Appeal Fund	65,000
Transfer from Hostel Reserve	1,872
	<u>71,602</u>
Less: Transfer to Relief Funds	2,195
General Funds, 30th June 1972	<u><u>\$21,397</u></u>

**INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30th JUNE, 1972 (cont'd)**
APPEAL FUND

INCOME:		\$
Donations		\$16,662
EXPENDITURE:		
General Expenses		223
Motor Vehicle Expenses		465
Postage and Telephone		460
Printing and Stationery		144
Salaries		2,642
Travelling Expenses		1,219
		<u>\$5,153</u>
Surplus for year		11,509
Appeal Fund, 30th June 1971		60,366
		71,875
Less Transfer to General Fund		65,000
Appeal Fund, 30th June 1972		<u><u>\$6,875</u></u>
RELIEF FUNDS		
INCOME:		
		\$
Contributions		855
Investment Income		639
Refunds		61
		<u>1,555</u>
EXPENDITURE:		
Grants to Clients		2,144
		<u>589</u>
Relief Funds, 30th June 1971	8,142	
Transfer from General Fund	2,195	10,337
Relief Funds, 30th June 1972		<u><u>\$9,748</u></u>
TRUST FUNDS		
Trust Funds, 30th June 1971		2,481
Monies Received for General Distribution		16,868
		<u>19,349</u>
Disbursements		16,259
Trust Funds, 30th June 1972		<u><u>\$3,090</u></u>

**INCREASE IN
CLIENT INTERVIEWS
OVER FIVE YEARS**



BALANCE SHEET 30th JUNE, 1972

	General Fund	Appeal Fund	Relief Funds	Trust Funds
	\$	\$	\$	\$
Funds, 30th June 1972	21,397	6,875	9,748	3,090
CAPITAL GRANTS				
Government of Victoria	25,000			
Hospitals & Charities Commission	19,500			
Surplus on sale of Land and Buildings	21,203			
	<u>\$87,100</u>	<u>\$6,875</u>	<u>\$9,748</u>	<u>\$3,090</u>
Represented by—				
FIXED ASSETS:				
Land and Buildings, at cost	59,505			
Building Improvements, at cost	11,406			
Motor Vehicles, at cost	6,331			
Less Accumulated Depreciation	(1,162)			
Furniture and Fittings, at cost	7,532			
Less Accumulated Depreciation	(3,212)			
	<u>80,400</u>			
INVESTMENTS: at cost	17,820		8,780	
BUILDING FUND DEPOSIT:	10,000			
CASH AT BANK AND IN HAND:	—	6,875	968	3,090
	<u>108,220</u>	<u>6,875</u>	<u>9,748</u>	<u>3,090</u>
TOTAL ASSETS:				
LESS CURRENT LIABILITY:				
Bank Overdraft	21,120			
	<u>21,120</u>			
NET ASSETS:	<u>\$87,100</u>	<u>\$6,875</u>	<u>\$9,748</u>	<u>\$3,090</u>

AUDITORS' REPORT:

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.

Melbourne, 27th July, 1972.

IRISH YOUNG & OUTHWAITE
Chartered Accountants

ACKNOWLEDGEMENTS

Individuals, firms, organisations, Trusts, municipal councils, Commonwealth and State Governments who have donated towards the work of the Service.

The Phoenix Auxiliary, whose wholehearted contribution in physical and financial support has been of invaluable assistance.

The Jewish Women's Guild, Kwianis Club of Moorabbin, Time and Talents, V. A. Heath, Esq., The Melbourne City Council, International Public Relations, Press, Radio and Television media.

Volunteers who help in a variety of ways.

LIFE MEMBERSHIP

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, J.P. (*Camberwell*)
1940—Miss Grace Turner
1941—Cr. W. A. Fordham (*Camberwell*)
1942—Cr. A. E. Vine, J.P. (*Camberwell*)
1943—Cr. F. N. Le Leu, J.P. (*Camberwell*)
1945—Cr. K. L. O. Macleay (*Camberwell*)
1946—Cr. R. C. Cooper, J.P. (*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, M.B.E.
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, J.P. (*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—Dame Hilda 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
1970—Mrs. Ian Beaurepaire