

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***

86th ANNUAL REPORT 1972-1973

OFFICE BEARERS AND STAFF

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

CHIEF PATRON:

PATRONESS OF AUXILIARIES:

President:

Vice-Presidents:

Hon. Treasurer:

Board of Management:

Honorary Legal Advisers:

Honorary Auditors:

Hon. Psychiatric Consultant:

Executive Director:

Director of Finance:

Student Supervisor:

Social Workers:

Welfare Assistant:

Youth Worker:

Administrative Secretary:

Founded 1887

Telephone 347 8933

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

Mrs. Ian Beaurepaire

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.

Professor David Pennington

MA DM BCh(OXON), FRCP FRACP FRCPA

Leon Ress Esq.

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)

Miss Fay Johns BA DipSocStud

Mrs. Sue Lewis BA DipSocStud

Miss Barbara Bell BA DipSocStud

Geoffrey Morris Esq. LLB BA DipSocStud

Miss Rowena Buchanan BA DipSocStud

Mr. Derek Dilworth BA DipSocStud

Mrs. Paola Taylor BA DipSocStud

Mrs. Elizabeth Rosanove BA MSW (Part-Time)

Mrs. Margaret Russell-Smith

BA DipSocStud AIHA (Part-Time)

Miss Helen Robinson

Mr. Peter Bachelor (Part-Time)

Lt. Col. H. A. Burton (Rtd)



PHILOSOPHY OF THE FAMILY SERVICE AGENCY

In our increasingly changed society, families and individuals are constantly faced with new pressures and problems which in their turn require external assistance to solve, to prevent or to adjust to.

Believing as we do that the family is the basic unit of society, our prime function is to ensure the preservation of the marriage and the continued existence of the family.

The Social Worker's relationship with each client is of fundamental importance to the success of the work. It is basically one of acceptance of and respect for each individual, allowing him at all times to make his own decisions and showing genuine concern and caring. All too often people who have been unable to resolve their difficulties unaided have begun to feel a sense of failure.

The deserted wife or husband, the single girl who is pregnant, the emotionally disturbed child, the couple with marital problems have often felt rejected or condemned by others. Hence the experience of a relationship with somebody who does not criticise, who is not involved in the situation and who can therefore be objective and able to see that the client has positive strengths despite his problems, does much to improve his self-esteem.

Increased self-esteem in itself is often the key to a person's ability to cope with his problem more adequately. Our clients feel free to discuss their difficulties at length with us secure in the knowledge that whatever is discussed will be kept in strict confidence.

We are constantly being rewarded by the changes which take place in people, sometimes rapidly and sometimes slowly and with

ERRATA - - - SOCIAL WORKERS

Mr. Derek Dilworth BA DipSocStud
has been listed incorrectly.

This should have read
Mr. Derek Dilworth CSW (BASW)



difficulty over a series of interviews. So many come to us anxious and confused, not knowing which way to turn, and leave happier, more confident and with a clearer purpose. The range and complexity of these problems constantly test the knowledge, skill and imagination of the social workers.

Family casework agencies have faced many dilemmas in the past few years. It has become a time of professional soul-searching. The voluntary agency has required to re-examine its role in order to justify its existence and, together with the problem of finance and programme priorities, such examination has been of paramount importance.

The voluntary agency existing as does Citizens Welfare Service on the standard of its work has found in the last few years that accountability has become a key word with both contributors and funding bodies who require substantiation of the effectiveness of the service and of good management practices.

Voluntary Agencies such as the Citizens Welfare Service of Victoria are a necessary and vital element in our present living system. Such Agencies must be flexible to change, have the capacity to act swiftly, the freedom to become involved in areas of controversy, and have an ability to experiment, free from political and all other influences. But above all, they must be capable of giving personal attention and leadership to the problems which involve the community as a whole. For 87 years the Citizens Welfare Service of Victoria has served the families of Victoria without regard to race, creed or economic circumstances. The primary service includes brief and long-term counselling on family conflict and maladjustment and more recently has included within its techniques group therapy.

Emphasis has always been on the quality of service and this aim is supported by the staff in a carefully administered and progressive development programme.

HOW WE SERVE

The major part of our work is aimed at helping people establish and maintain better relationships with others, and to do this someone is constantly available during office hours to help people in crises.

Sometimes a short talk on the telephone or in the office is all that is needed to sort out what the caller should do about his problem.

However, many are given an appointment, generally within a week. They usually come to our premises and, for about an hour, can sit and talk openly about their problems in complete confidence and without any fear of being judged. Having an impartial listener who will be honest with them often helps people re-evaluate themselves and their problems.

In this way confusions and misconceptions can be clarified and solutions to problems found.

A series of such appointments is made until the problems have been resolved and new ways of behaving put into practice. For example, a married couple may see after two or three appointments that their real problem is not the wife's depression but their sexual relationship, which is unsatisfactory because neither partner has been able to be open and honest with the other. Once they had learned to be increasingly honest with each other about all areas of their lives, their visits could cease.

Another service Citizens Welfare Service offers is its group programme. Currently there are five therapy groups in which the individuals and couples focus on understanding themselves better and learning new ways of getting on with others; the honest feedback possible from other group members enables people to assess themselves and their problems more realistically.

C.W.S. staff also act as consultants on personal problems to professional people such as

teachers who may, for example be unsure how to handle a particular child. We also get many requests to talk to local and other groups about our work. We have appeared in court following requests by lawyers or clients themselves.

The service offered at C.W.S. is flexible — if a person needs to talk for two hours instead of one, we will do this; if a teenage boy finds it uncomfortable to come into the office, we will meet him at school or a coffee shop; if a woman is unable to come into the office, we can sometimes visit her at home. We are constantly altering our ways of helping people so that we can provide for them the service that they most need.



WHY WE SERVE

We of the Citizens Welfare Service place great value on people being free to make use of their potential abilities to live satisfying creative, constructive and adaptable lives.

We believe that the ability to resolve personal, emotional conflicts and the ability to form and maintain close accepting relationships with other people are basic to a person's feeling of well being.

Fundamental in our approach is the belief that people can change and can be active in effecting the course of their own lives.

We see the role of the Social Worker as a helper to people who are dissatisfied with their current state, enabling them to free themselves from the factors hindering their ability to enjoy satisfying lives. We seek to help people become more aware of the elements of their difficulty and of the options open to them, and to encourage them to adapt in the way they choose.

We regard the family group as the setting in which a person first learns about people and life and that these experiences have a great influence on the person in adult life.

So in addition to focusing on the personal adjustment and relationships of adults, we seek to help parents form the sort of relationship with their children which will be most beneficial to them as adults.



WHOM WE SERVE

Those served by The Citizens Welfare Services include:

1. Families who want help dealing with their problems.
2. Married couples with relationship difficulties.
3. Couples with doubts or difficulties about their forthcoming marriage.
4. Single people with personal and usually relationship difficulties.
5. Adolescents, either on their own or with their parents.
6. A small number of multi-problem families with economic as well as relationship problems.
7. People with financial and budgeting problems.

8. Sometimes we are requested to make a court appearance on behalf of a client or solicitor . . . for example, in a disputed custody case.
9. We consult with other professions — e.g. school teachers, doctors, the clergy, government departments and the legal profession.
10. Industry through the Industrial Wing and with other employer contacts.
11. We now have a closer liaison with the Student Counselling Office of Melbourne University and accept clients from there for more intensive long term counselling. These are usually students who are having personal difficulties which are interfering with their studies.
12. We serve the University and the social work profession as a whole by providing field work, supervision for students and representatives for various committees associated with the general field of social work and social welfare.
13. We provide a venue for the Melbourne Transactional Analysis Study Group held twice monthly.

CHANGES AND NEW DEVELOPMENTS IN THE AGENCY

Staff Changes:

During the year Julie Nankervis went overseas; Barbara Robb had a daughter and Elizabeth Ozanne began her M.A. and joined the tutorial staff of the Social Studies Department of the University. Ruth Vial who worked at North Melbourne has married and left to travel in South East Asia.

New members of staff are Mrs Sue Lewis and Miss Barbara Bell, who previously worked at the Alfred Hospital.

Mr. Derek Dilworth, a social worker from England, joined the staff in February and has replaced Miss Vial at North Melbourne.

Elizabeth Ozanne and Mr Ken Mellor are involved with running therapy groups in the evening.

Miss Helen Robinson has been appointed as a Welfare Officer and she complements the counselling service provided by the social workers with community contacts and practical back-up.

During the year four senior positions have been created and filled; these being Clinical Supervisor, Student Unit Supervisor, Programme Co-ordinator and O.I.C. Industrial Wing.

Changes have also occurred in the Administration of the Agency. Col. Harry Burton has been appointed Administrative Secretary; Miss Sharpe's secretary, Mrs Carmel Matosovic left to have a baby and Miss Marilyn Andrews has taken her position; Miss Jenny Wright assists her in the office and Miss Kerry Pridmore has been appointed to assist Col. Burton with the statistics essential for our return to the Attorney-General's Department.

Student Unit:

Fay Johns was appointed to supervise the Student Unit when Mrs McHardy resumed her full time duties at the University. Over the years there have been eighteen third-year students in the agency as well as a number of first and second year students on shorter placements.

The students work with clients, under individual supervision and have had the opportunity to observe all aspects of the agency's functions and also to participate in a student group focusing on their own development.

Group Treatment:

With the impact of Transactional Analysis, the agency has introduced a group therapy programme in which, during twelve months, approximately 60 clients have been involved in seven groups. The group leaders are at present fortunate to have consultation and supervision from Board Member, Dr. G. Goding, from Bouverie Clinic.

Youth Programme:

Peter Bachelor who has a Diploma in Youth Leadership, has continued to work part time with young people in association with social workers. His efforts are primarily in sporting and other activities, although he is often involved in counselling.

Two camps were arranged for groups of boys at a farm in Broadford and there are plans to extend the concept of small group camps to day trips and weekend camps to enhance the relationship and experiential opportunities for young clients.

Welfare Officer:

At the end of 1972 we welcomed to our staff Miss Helen Robinson, a graduate of the Welfare

Officers course run by the Social Work Department.

Miss Robinson complements the work of social workers with clients with her involvement in practical problems, making community contacts, exploring resources and often provoking social action.

Research Project:

Money has now become available through the Felton Bequests Committee to create a research position for an initial period of a year. This will be put to use by employing a further staff member for general work and re-allocating the work load of two present social workers, so that they spend half of their time on the research project and the remainder in the general work of the agency. The area to be researched will be related to the accountability of the agency to the community in terms of the service it now presents.

TIME SPENT OUTSIDE THE INTERVIEW

As a professional staff we are of the opinion that, in order to present the best service to our clients, it is necessary to devote at least an equivalent amount of time outside of each client appointment in improving the service itself. This includes:

- (a) Work in direct relation to the client, involving regular supervision with irregular consultation between staff in regard to specific problems which may arise. Equally important is the recording of case material including listening to tape recordings of interviews. Both are essential to the maintenance of a counselling service.
- (b) Indirectly related time:
 - (i) That is attendance of regular meetings related to professional associations,

theoretical groups – e.g. T.A. Study Group, Staff Meetings. Some of these may be held during lunch time or after work.

- (ii) There are also less regular conferences and seminars, for example Conference of Marriage Guidance Organisations.
 - (iii) Courses related to improving professional theoretical knowledge such as the Transactional Analysis course involving most of the Citizens Welfare Service social workers as teachers to allied professionals.
 - (iv) Having a large student unit requires student supervisors from within the Agency to attend courses at the University and to hold internal meetings.
 - (v) Board: Recently incorporated Board Workshop where members of the Board and staff contribute to the overall function of each to the Agency and particular methods of work.
- (c) Administration:
- Various positions are allocated between the staff in relation to co-ordination of the Industrial Wing, the Student Unit, general communication between the staff regarding policy matters, co-ordination regarding the five therapy groups being held, dealing with reports in relation to projects conducted by the Agency (such as Westgate). This enables all staff to be aware of what is going on throughout the Agency.

All in all the actual interview time spent with the client is considered as the objective of a total framework geared towards increased expertise and development of the staff within the Agency and of the Agency as a whole in order to provide an ever-increasing effective, professional helping service.

MARRIAGE GUIDANCE

The major part of our work in the past year has been devoted to Marriage Guidance, and in this field we have been concerned with:

- (a) people who are comparatively stable and content in their marriage and anxious to increase the closeness and satisfactions in the relationship;
- (b) people who are very unhappy in their relationship but whose loyalty to their children would not permit them to separate. These people seek help in regaining or finding a satisfying working relationship;
- (c) people who are doubtful about continuing their marriage, who are helped to examine the relationship and are either helped to grow towards a different relationship together or are helped to understand the reasons for the decision to separate and to adapt to their new circumstances;
- (d) pre-marital counselling involving those presently having difficulties and doubts regarding establishing a permanent relationship.

The factors in the establishment of a satisfying relationship and its subsequent deterioration may not be clearly identified by the couple and the break-down in the previously good relationship leaves the couple puzzled and hurt. Turning to a professionally trained person can help the couple to clarify and understand the situation and find new ways to communicate freely and openly which will set a ground work for future problem solving.

Areas of Difficulty within the Marriage:

In some cases people have entered a marriage to escape an unhappy family situation as much as to form a positive relationship with their chosen partner.

People may find that the reasons for choice of partner become less significant as the marriage continues and unless they are able to grow and develop together, problems can arise — particularly at points of change in family circumstances such as child birth, home purchase, adolescence etc., employment pressures and changes.

1. The emotional and physical demands made by a child on its mother may leave the husband feeling excluded. For the mother there is a need for emotional and physical support from her husband.
2. The period during which their children reach adolescence places a great strain on parents and can affect their marriage as well.
3. After the children have left home, the couple need to adjust to a different set of demands from those they have been coping with during the years of rearing children and perhaps the most active years of the husband's career.

Our social workers believe in the uniqueness of each individual marriage and seek to help couples find a satisfying relationship which can develop and grow to adapt to new demands. Or, if helping them to separate, to prepare each individual for the possibility of another marriage which will have greater chance of success, and to ensure that the children continue in a functioning relationship.



In 1972. The Citizens Welfare Service made a submission to the Senate Select Committee on Divorce Law Reform as one of the few Marriage Guidance Agencies staffed by professional social workers. Our report emphasised the mutual responsibility for the relationship in a marriage and argued against fault and adversity measures in present Divorce law.

THE CITIZENS WELFARE SERVICE OF VICTORIA

INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30th JUNE, 1973

1972 \$	GENERAL FUND	\$
	INCOME:	
12,000	Commonwealth Government Marriage Counselling Grant	34,250
7,500	Victorian Government Maintenance Grant	20,000
13,681	Contributions	29,401
1,691	Donations	3,806
1,000	Auxiliaries	700
2,132	Investment Income	1,170
—	Felton Bequest's Committee — Research Grant	5,000
1,256	Fund Raising Proceeds	1,241
4,904	Municipal Wing	5,426
—	Industrial Wing	320
7,227	Westgate Bridge Appeal Trustees	—
—	Children's Camp Donations	794
<u>\$51,391</u>		<u>\$102,108</u>
	EXPENDITURE:	
400	Accountancy Fees	400
42	Advertising	205
435	Bank Interest and Charges	454
300	Books	219
—	Children's Camp Expenses	608
1,720	Christmas Cards	—
330	Depreciation — Furniture and Fittings	549
925	— Motor Vehicles	513
460	Insurance	361
504	Lighting and Heating	911
1,270	Motor Vehicle Expenses	2,988
1,184	Postages and Telephones	1,598
2,728	Printing and Stationery	2,291
570	Professional Development Programme	790
1,165	Repairs and Maintenance	4,703
2,025	Research	675
79,825	Salaries	91,705
142	Subscriptions	145
513	Sundry Expenses	1,337
4,863	Travelling and Conference Expenses	4,097
<u>\$99,401</u>		<u>\$114,549</u>
(48,010)	Excess of Expenditure over Income for year	(12,441)
4,730	General Funds, 30th June 1972	21,397
65,000	Add: Transfer from Appeal Fund	6,875
1,872	Transfer from Hostel Reserve	—
		<u>28,272</u>
		15,831
(2,195)	Less: Transfer to Relief Funds	—
<u>\$21,397</u>	General Funds, 30th June 1973	<u>\$15,831</u>

THE CITIZENS WELFARE SERVICE OF VICTORIA

INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30th JUNE, 1973 (cont'd)

APPEAL FUND

Appeal Fund 30th June 1972	\$6,875
Less Transfer to General Fund	<u>6,875</u>
Appeal Fund 30th June 1973	<u>Nil</u>

RELIEF FUNDS

1972		
\$		\$
	INCOME:	
855	Contributions	845
639	Investment Income	470
<u>61</u>	Refunds	<u>38</u>
1,555		1,353
	EXPENDITURE:	
<u>2,144</u>	Grants to Clients	<u>760</u>
(589)	Surplus for year	593
8,142	Relief Funds, 30th June 1972	9,748
<u>2,195</u>	Transfer from General Fund	<u>-</u>
<u>\$9,748</u>	Relief Funds, 30th June 1973	<u>\$10,341</u>

TRUST FUNDS

2,481	Trust Funds, 30th June 1972	3,090
<u>16,868</u>	Monies Received for General Distribution	<u>10,845</u>
19,349		13,935
<u>16,259</u>	Disbursements	<u>11,091</u>
<u>\$3,090</u>	Trust Funds, 30th June 1973	<u>\$2,844</u>

ACKNOWLEDGEMENTS

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

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

The Jewish Women's Guild, Kwianis Club of Moorabbin, Time and Talents, Vol Heath, Esq., The Lord Mayor of Melbourne, for use of reception room for our Annual Meeting, The Melbourne City Council, International Public Relations, Press, Radio and Television media.

Volunteers who help, in a variety of ways.

Our clients, with transport, support, material goods and camping facilities.

Our staff, with recording, and reading to our blind member of staff, and many to numerous to mention without whose help and support the year's work would not have been 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 | 1948 – Cr. Miss Nellie Malcolm |
| 1930 – Lady Lyle | 1948 – Miss I. V. Barber |
| 1932 – Mr. Darren Baillieu | 1948 – Mr. Arthur Hordeen |
| 1932 – Mr. Everard Baillieu | 1948 – Mrs. Donald Smith |
| 1932 – Mr. John Reed | 1948 – Mrs. D. A. Skene, M.B.E. |
| 1932 – Mrs. John Reed | 1949 – Mrs. I. Boyd |
| 1934 – Cr. J. H. Nettleton (<i>Camberwell</i>) | 1949 – Mrs. M. Taylor |
| 1935 – Cr. R. B. Barnes (<i>Camberwell</i>) | 1949 – Cr. A. B. Renton (<i>Camberwell</i>) |
| 1936 – Cr. W. R. Dimmick (<i>Camberwell</i>) | 1950 – Miss M. Lush |
| 1937 – Cr. D. W. Watson (<i>Camberwell</i>) | 1951 – Cr. H. F. Dawson (<i>Camberwell</i>) |
| 1937 – Dr. Una B. Porter | 1952 – Cr. J. H. Kinnear (<i>Camberwell</i>) |
| 1937 – Mr. W. E. McPherson | 1953 – Cr. A. H. Pearcey (<i>Camberwell</i>) |
| 1937 – Mr. J. J. Haverty | 1954 – Cr. H. C. Stanford, J.P. (<i>Camberwell</i>) |
| 1938 – Cr. W. R. Warner (<i>Camberwell</i>) | 1955 – Mr. V. Y. Kimpton |
| 1938 – Mr. George L. Dickson | 1957 – Mr. W. M. Stewart |
| 1939 – Cr. O. B. Norman (<i>Camberwell</i>) | 1957 – Miss M. A. Williamson |
| 1940 – Cr. J. S. August, J.P. (<i>Camberwell</i>) | 1958 – Mr. Douglas Keep |
| 1940 – Miss Grace Turner | 1958 – Mr. S. Grieg Smith |
| 1941 – Cr. W. A. Fordham (<i>Camberwell</i>) | 1961 – Sir Samuel Wadham |
| 1942 – Cr. A. E. Vine, J.P. (<i>Camberwell</i>) | 1961 – Dame Hilda Stevenson |
| 1943 – Cr. F. N. Le Leu, J.P. (<i>Camberwell</i>) | 1961 – Mrs. H. F. Creswick |
| 1945 – Cr. K. L. O. Macleay (<i>Camberwell</i>) | 1961 – Mrs. C. H. Martin |
| 1946 – Cr. R. C. Cooper, J.P. (<i>Camberwell</i>) | 1963 – Mr. M. R. Tarrant |
| 1946 – Mr. W. Warren Kerr | 1966 – Miss N. Bagot |
| 1947 – Mrs. Olivia Gardener | 1968 – Lieut.-Colonel J. Summerton |
| 1947 – Mrs. C. Lewis Heath | 1969 – Dr. H. F. Leatherland |
| 1947 – Mrs. W. M. Scott | 1970 – Mrs. Ian Beaurepaire |
| 1947 – Cr. E. W. Raven (<i>Camberwell</i>) | |