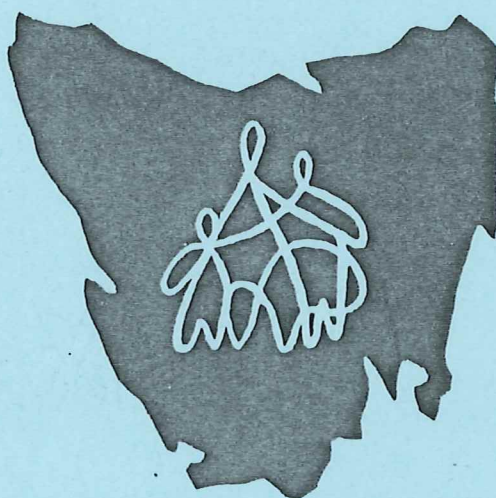


**COUNCIL OF SOCIAL SERVICE OF TASMANIA**



**ANNUAL REPORT**

**1978-79**

COUNCIL OF SOCIAL SERVICE OF TASMANIA

PRESIDENT'S REPORT 1978 - 79.

The year under review has certainly been the most unsettled year in the Council's history. It commenced with the loss of accommodation which had been provided free of charge up to 1978 by the State Government. A retrospective demand for rent for those premises was withdrawn, thanks to the intervention of the then Minister for Social Welfare, the Hon. Michael Polley. New premises were found in the central city area which have proved satisfactory although the rent has forced us to tighten our budget.

Late in 1978 our Executive Officer, Lorraine Lewis, resigned because of ill health. In spite of failing health for several months she had courageously continued to work effectively for the Council and we shall always be grateful for all that she achieved. Shortly after Lorraine's departure we lost the services of our Administrative Secretary, Doreen Hazlewood, who had managed the business side of the Council's affairs very effectively for several years.

These two resignations left the Council without paid staff for a period, which placed a heavy burden on a small group of members of the Executive Committee and in particular the Management Unit, who put a great deal of time and effort into not only keeping the office going but organising meetings on various topics so that member organisations and representatives of community groups did not suffer through any reduction in the Council's activities. Helen Spreadborough was particularly active in organising meetings on social issues during this period and her transfer to the mainland in December was greatly regretted by the Executive Committee.

While this was a particularly demanding period for the Executive members, we would have had great difficulty in keeping the office open if it had not been for the services of Julieann Canty who was at that time a full - time volunteer. We are most grateful to her for her continuing service to the Council in manning the office, looking after the library and continuing the work of the Volunteers' Bureau.

We were most fortunate in March to be able to appoint Peter McDonald as Executive Officer. He has brought to the task an enthusiasm, energy and imagination which augurs well for the future of the Council.

With the earlier appointment of Judith Cleaver as Administrative Secretary we were back on an even keel and able to concern ourselves more with action and service than with survival.

We were grateful for the visit of Ian Yates, the Secretary General of ACOSS last year during the time we were in the doldrums. His visit did much to restore our morale and his work on our finances paved the way for improved financial management. Another visitor was ACOSS Project Officer, Clare Parkinson, who conducted a very successful session on evaluation and a forum for TASCOS members. Judy Tannenbaum from the Victorian Council of Social Service spoke on self-help groups at our last Annual General Meeting.

Our link with ACOSS and the COSS Network has been maintained by the attendance of Peta Fitzgibbon at ACOSS Board of Governors' meetings and Congress and of Lorraine Lewis and later Peter McDonald at Directors' meetings.

The dominant social issues during the period under review have been unemployment, with its consequences, and poverty. Government proposals for mobilising the unemployed have come under scrutiny by the Council and we had the opportunity to convey our views at a meeting with a Task Force from the Department of Youth Affairs. The arrest of Father Julian Punch for 'keeping a disorderly house' brought a strong reaction from the Council and led to a study of the accommodation needs of homeless and unemployed youth with the assistance of the Executive Officer.

The increasing demand on the funds of voluntary organisations to meet the needs of the ever growing number of people unable to manage financially while waiting for Social Security payments, or those on benefit who cannot manage from one payment to the next, has been a matter of great concern to the Council. Groups have been called together several times to discuss possible ways of meeting this problem. The contributing problems of high rents, accommodation deposits, H.E.C. accounts, debt and hire purchase have all been considered and action is planned in some of these areas.

Changes in health insurance provisions have been the subject of protest by Council representatives, in co-operation with other organisations.

Two projects, Shelter and Community Chest, have been completed during the year. Shelter, whose Project Officer was Joan Roberts, has been established as an ongoing organisation. It is disappointing that the Community Chest report met with little enthusiasm from those to whom it was presented, or from the community in general, but there are indications of a revival of interest and Project Officer, Pam Brodie, has left with us a file of valuable information ready to be put to use when the need arises.

The major project, with completion now in sight, has been the Directory which will be reported on later.

The Christmas Card Shop conducted from September to late December, 1978, was the most successful yet with sales of over 80,000 items. Eighteen organisations participated and we are grateful to Mesdames Eadie and Montgomery and particularly to Mrs. Heather Rigby who took over the management following the illness of the manager, Mrs. Enid Shea, on the opening day. Mrs. Shea was unable to take any further managerial part, having done all the preliminary organisation. Our thanks go to Doreen Hazlewood, Julieann Canty and our Treasurer Chris Carswell, for the extra work they put into the management side. We are most grateful to Soundys for once again providing shop space at a nominal rental and for the help given by various members of their staff.

It is disappointing that development of the Council beyond Southern Tasmania is so slow. There is some activity in the North-west and Philip Morris is an executive member and able representative in Launceston, but we look forward to the time when we can claim to be a truly TASMANIAN Council of Social Service.

Our main funding comes from the State Government and as well as money we have had constant encouragement and support from the then Minister for Community Welfare, Mr. Michael Polley. We are well aware that money brings with it responsibility and have made every effort to use our resources in the best interests of the community we serve. While the finance we receive enables us to pay one full-time and one part-time officer and a Project Officer, members of the Executive Committee are still called on to put a lot of time and personal effort into carrying out the objectives of the Council and their willingness to do this is much appreciated.

Recently I unearthed the original membership list of the Council, that of 1962. It is pleasing to see that some names of associate and organisation members at that time are still on the membership list. There have been radical changes since that time, when we had no paid staff, no government funding and no office. There have been since then at least to occasions when we have wondered whether we could or should continue. Once again we have emerged from a survival situation and, with dedicated staff and secure, if limited, funding we are looking forward to extending the range of the Council in terms of both geography and action as well as intensifying and making effective and activities in which we are currently engaged.

Dorothy Pearce.  
President

## REPORT OF THE ACTIVITIES OF THE COUNCIL DURING 1978 - 79.

Much of the Council's work has focused on the emerging social consequences of the current social and economic dislocation in areas such as unemployment, emergency relief, homelessness, and poverty. These issues, we acknowledge, are National ones and as such require largely National solutions. However, it is important that the Council provides information and consultation to its members on the crucial areas, so that there can be a genuine Tasmanian input into National decisions. The following is a list of the major activities undertaken during the past twelve months.

### 1. Emergency Relief.

As part of the joint National study carried out by our National body ACOSS, and the Department of Social Security the Council convened a series of ongoing seminars with representatives of the non - government organisations which deliver emergency aid to individuals and families in need. Those organisations contributing to the discussion included St. Vincent de Paul, Salvation Army, Hobart City Mission, Launceston City Mission, Centacare, Rokeby Christian Care, Tasmanian Aboriginal Centre and Lindisfarne Community Care. Tasmania contributed to the National Meeting on Emergency Relief held in Canberra on April, 20th this year, as a result of which consultations are taking place with the Minister for Social Security. (The allocation of \$500,000 in the recent Federal Budget for assistance to organisations providing emergency relief has created the need for a further round of consultations with agencies, to ensure that their views on the mechanism for the distribution of funds are effectively transmitted to the Department. These consultations will involve all Tasmanian agencies.)

### 2. Voluntary Youth Community Service Scheme (V.Y.C.S.S.)

The Council was one of the State organisations invited to the consultations with the Federal Government Task Force investigating the VYCSS proposal. The Council, because of its National Network, was able to give member organisations a great deal of information about the possible implications of the scheme. Ian Yates, Secretary - General of ACOSS, also spoke to local organisations on the possible implications of VYCSS.

### 3. Work Together Campaign

ACOSS has initiated a campaign to focus on the plight of the unemployed in Australia. As part of this campaign the Council has had discussions with the Local Trades and Labour Council in order to look at the role we each may play in developing the community awareness of the issues involved. A local task force has been set up to co-ordinate the campaign, and information sheets and discussion papers have been distributed to a range of community groups.

### 4. Debt Recovery and Insolvency

As part of a national consultation carried out by the Australian Law Reform Commission, TASCOS hosted a State Seminar to provide opportunity for its member organisations and staff from Government Departments to discuss the issues involved in the proposed legislation. As a result of this seminar a number of voluntary organisations gave evidence to the commission in November.

## 5. Human Services Information Systems

The Council was involved in a National Conference on Information Systems held in Sydney in March of this year. Each State Council of Social Service is involved in producing directories of human service and there is an increasing amount of work being done towards achieving a National Data Bank of human services information with common classification methods in each State.

## 6. Evaluation and Accountability

The Council has been part of a series of consultations held in each State, following on from the work done by ACOSS in the field of evaluation over the last two years, and the recent release of the Senate Report on Evaluation in Australian Health and Welfare Services 'Through a Glass Darkly.' Claire Parkinson from ACOSS visited to conduct a seminar on the 10th May, and the extraordinary response has led to the setting up of an evaluation and accountability group, which is looking at the most effective ways of providing assistance to organisations seeking guidance in this area.

## 7. Information and Publications

a) The new edition of the Directory of Social Service of Tasmania should be ready for printing in the next few weeks. The latest Directory will be, not merely an update of the previous edition, but will contain a more comprehensive listing of agencies as well as a more detailed information on their services. Instead of being listed simply under broad general categories, agencies will be classified according to the services they offer. These services will be further sub-divided under the broad goal-oriented classifications of income security, physical and mental health, Material Resources Provision, Education, Environmental Protection, Collective and Individual Safety, Family and Individual Welfare, Social Development.

The new Directory will be printed in a loose-leaf format, allowing for regular updates. Thus, we hope to keep abreast of all new developments in the social service field. In conjunction with the Directory project the Council is also establishing a data bank which will contain comprehensive regularly updated information on all service agencies. This will be organised in accordance with the UWASIS Classification System that is currently being used by other Councils of Social Service throughout Australia. All interested agencies and individuals will be encouraged to use this valuable addition to the Council's information network when it is completed.

Orders are now being taken for the Directory, at a cost of \$20. (including the first update.)

b) Newsletter - The Newsletter is now coming out on a regular bi-monthly basis. We are attempting to produce a publication which can act as a means of disseminating solid information on Tasmanian welfare issues, as well as a diary of forthcoming events.

c) Library - Over the years the Council has built up a well stocked Library, particularly in the areas of ACOSS and other Coss publications, and Government produced papers and reports. The Library is used by staff, students

researchers and other information seekers, and we hope to have it fully catalogued in the next twelve months.

d) The Council constantly receives requests for information from individuals organisations, the media and Government Departments from all over Australia (and occasionally overseas). We try to live by the motto that 'if we don't know we can find out.'

#### 8. Volunteer Bureau

Although the Volunteer Bureau has not been advertised for a long time now, there is still a constant demand for our assistance in the matching of volunteers and suitable placements. The Council has no staff time or financial resources to allocate to the Bureau, and it is kept alive by the experience and perseverance of our full-time volunteer, Julieann Canty.

#### 9. Emergency Accommodation for Homeless Youth

As a result of a series of meetings directly concerned with the provision of emergency accommodation for youth, the Council assisted in conducting a survey in an effort to pinpoint the priority areas of need in regard to crisis accommodation for young persons. It is hoped that the recently formed State Government Committee to oversee the disbursement of funds in this area will be able to tap the knowledge, skills and concerns of those groups and individuals participating in that series of meetings.

#### 10. Retired Senior Volunteers Programme

Members of the Council concerned with the Volunteer Bureau assisted with the setting up of the Retired Senior Volunteers Programme.

#### 11. Handicapped Persons Inquiry

Submissions have been made to the inquiry on the Council's behalf

#### 12. Voluntary Organisations Support Activities.

A significant proportion of staff time is spent providing direct assistance to member organisations and other voluntary groups. This can take the form of secretarial assistance, researching and distributing information, or talking at meetings and seminars organised by other organisations.

#### 13. Seminars

A range of seminars have been held during the year, including:

- Professor Derek Roebuck, speaking on Amnesty International.
- A Seminar on the Victimless Crimes Enquiry, addressed by Julian Amos, M.H.A., Father Rogers and John Morris, Lecturer in Philosophy at the Newham Campus of the T.C.A.E..
- Ms. Judy Tannenbaum, from VCOSS, speaking on her work with self - help groups.
- A representative of the Tasmanian Collection Service, speaking on debt collection.
- A representative from the Trade Union Training Authority speaking on the role of unions in welfare.

- Lawyers from the ALAO and a representative of the Consumer Affairs Council discussing debts, debtors and the law.
- An ACOSS forum with Clare Parkinson of the ACOSS Evaluation and Accountability Task Force.

#### 14. A Childrens Guide to Hobart

The Council helped sponsor the production of this book by Ian Bronowski, with the assistance of an I.Y.C. grant specifically for distribution to individuals and groups who could not afford to purchase copies.

#### 15. Christmas Card Shop

The Council once again organised the Combined Charities Christmas Card Shop which had one of its most successful years. This is a major fund raising venture for over twenty voluntary organisations.

#### 16. Representation on other Bodies

The Council is represented on:

- \* The Legal Aid Review Committee
- \* Tasmanian Consultative Committee on Social Welfare
- \* Family Support Services Committee (3 nominees)
- \* Homeless Persons Advisory Committee
- \* Alcohol and Drug Dependency Board
- \* Southern Regional Committee on the Handicapped



## EXECUTIVE OFFICERS REPORT

By the time this report is presented, I will have been with TASCOS for approximately six months. When I think of the range of activities in which we have been involved during that time I both marvel at the number of areas in which we have attempted to make some input and despair at the lack of focus and sense of identity of which this range is indicative.

There are so many areas of ongoing concern, such as the rapidly deteriorating employment situation, general curbing in welfare spending, ever decreasing standards of living for those in receipt of pensions and benefits, and the apparent inability of many welfare services to have any real effect on the problems they are set up to solve. On top of these background concern issues continually crop up which appear to demand an immediate response, as in the arrest of Father Julian Punch for carrying out an essential community service, the attempted introduction of the VYCSS scheme, the axeing of E.P.U.Y. Programmes, the granting of a meagre \$500,000 for assistance to emergency relief granting organisations, and the imminent introduction of a new community welfare act.

With this plethora of worthy causes for involvement, and the enormous amount of time taken administering even a small organisation like TASCOS, is it any wonder that the Council can often appear as merely a reactive organisation, becoming fleetingly involved in a host of varied issues?

However, I sincerely believe that this habit of being 'all responses to all issues' often serves to divert us from the basic issues facing society as a whole, the welfare sector, in general, and the non - government welfare sector in particular.

There is a growing awareness in our society, particularly after our experiences of the past seven or eight years, that the notion that all that is needed to alleviate a particular social problem is the appropriate social service has been based on a fundamental misconception. Services continue to grow, problems continue to arise, and meanwhile the lot of the poor and powerless in our society has improved little, if at all. One response to this failure of society as a whole to meet the needs of its disadvantaged members has been the increasing role of self - help groups, ranging from the Epilepsy Association, Parents without Partners, through to the Pensioners Union, the Unemployed Workers Union and the Aboriginal movement.

All of these new moves are taking place outside of the Government Sector. The incoming executive will have to face the challenge of trying to define the significance of the emerging trends, the role of an organisation such as TASCOS and the best way in which it can contribute to improving the conditions of the disadvantaged in our society. I look forward to working with them on this task.

I would also like to take this opportunity to thank the staff who have managed to cope with a chaotic office life. Judith Cleaver, our Administrative Secretary, gets paid for twenty hours a week and works at least thirty. Morven Andrews is working her way out of a job by spending all her days working on the Directory and all her nights having nightmares about it. Julieann Canty puts in at least twenty voluntary hours per week, and

manages the volunteer bureau single-handed. Terry Quill came to us on a retraining allowance which has long since expired, and is still working a thirty - five hour week in a voluntary capacity. It is the commitment of these people which has kept the output of the office at a level far above what could be expected from the number of paid staff and operating budget.

To those member organisations who may feel that the Council has had very little contact with them in the recent past, I can only say 'Please come and see us'. Workload pressures have prevented us from keeping in constant contact with all of you, but I can assure that we are always available if you need us, either for a specific purpose or just a general chat.

Peter McDonald  
Executive Officer.

COUNCIL OF SOCIAL SERVICES OF TASMANIA  
STATEMENT OF RECEIPTS AND PAYMENTS

1ST JULY, 1978 TO 30TH JUNE, 1979

PAYMENTS

Advertising 431.35  
 Audit Fees 275.00  
 Bank Charges 18.30  
 Conference Costs 20.00  
 Directory Trust Fund -  
   Loan 1,000.00  
   Salaries on Behalf 2,074.40  
   Postage on Behalf 40  
   Advertising on Behalf 7.70  
   Grant Balance Transferred 3,925.20  
   Freight. 6.20  
   General Office Expenses 55.24  
   Insurance 243.57  
   Meals and Accommodation 72.00  
   Parking Fees 10.00  
   Posters Purchased - for Card Shop 25.00  
   Postage 470.30  
   Petty Cash 25.29  
   Printing and Stationery 822.94  
   Publications 273.39  
   Removal Expenses 157.50  
   Rates 280.76  
   Rent - Office 2,295.12  
     - Photocopier 1,620.00  
   Repairs and Service 13.49  
   Salaries 12,498.88  
   Subscriptions 202.50  
   Sundry Expenses 59.50  
   Telephone 1,324.88  
   Transfer to Card Shop - Till Float 50.00  
   Travelling Expenses 2,379.45  
   Cash at Bank 30th June, 1979 2,762.95

\$33,401.31

ASSETS - 1 I.B.M. Electric Typewriter  
 - 4 Steel Filing Cabinets (4 drawer)  
TRUST FUND - Directory Trust Fund \$1,737.04

RECEIPTS

Cash at Bank 1st July, 1978 7,376.35  
 Conference Fees 115.10  
 State Government Grants 19,500.00  
   - General Account 2,500.00  
   - Directory Fund 500.00  
   - Removal Costs 25.00  
   Insurance Refund 139.83  
   Interest Received 630.38  
   Membership, Subscriptions & Donations 4.37  
   Postage 65.07  
   Publication Sales 1,013.40  
   Photocopying 282.00  
   Rent - Conference Room 48.73  
   Secretarial Assistance & Stationery 148.78  
   Telephone Refunds 881.30  
   Travel Reimbursed  
   Combined Charities Christmas Card Shop  
   - Sale of Goods 171.00

\$33,401.31

COUNCIL OF SOCIAL SERVICES OF TASMANIA

DIRECTORY TRUST FUND

STATEMENT OF RECEIPTS AND PAYMENTS

FOR THE PERIOD 2ND NOVEMBER, 1978 TO 30TH JUNE, 1979

PAYMENTS

Bank Charges 8.40  
 Directories 69.15  
 General Office Expenses 6.18  
 Petty Cash Float 20.20  
 Photocopying and Printing 363.94  
 Postage 399.68  
 Salaries 5,774.90  
 Stationery 149.44  
 Sundry Expense 5.00  
 Travelling Expenses 3.15  
 Balance 30th June, 1979 1,737.04  
 \$8,537.08

RECEIPTS

Balance Transferred from A.A.P. Promotion  
 and Development Trust Fund 820.02  
 S.Y.E.T.P. Grant - Reimbursed Wages 675.00  
 Loan - Council of Social Services of  
 Tasmania (General Account) 1,000.00  
 State Government Grant - 1977/78 2,500.00  
 - 1978/79 3,500.00  
 Interest Received 42.06  
 \$8,537.08

COUNCIL OF SOCIAL SERVICES OF TASMANIA

COMBINED CHARITIES CHRISTMAS CARD SHOP

STATEMENT OF RECEIPTS AND PAYMENTS

FOR THE YEAR ENDED 30TH JUNE, 1979

PAYMENTS

Advertising 63.48  
 Payments to Agencies 13,276.34  
 Purchase of Stock 1,752.84  
 Petty Cash 20.00  
 Packaging and Stationery 23.45  
 Rent 40.00  
 Salaries 888.50  
 Bank Charges 9.00  
 Bank Balance 30-6-79 729.91  
 \$16,803.52

RECEIPTS

Bank Balance 1-7-78 7.35  
 Sales 16,594.15  
 Advertising 60.00  
 Operating Float from TAS. COSS 50.00  
 - General Account 92.02  
 Interest Received

\$16,803.52

ASSET: Stock on Hand 30th June, 1979 - \$57.40

EXECUTIVE COMMITTEE MEMBERS 1978 - 79

PRESIDENT	Miss Dorothy Pearce	Social Work Department Royal Hobart Hospital
VICE-PRESIDENTS	Ms. Ann Hughes Mr. Peter Ryan	Youth Support Unit Royal Guide Dogs for the Blind
HON. TREASURER	Mr. Chris. Carswell	Youth Support Unit
HON. SECRETARY	Mrs. Peta Fitzgibbon	Social Work Department T.C.A.E.

GENERAL MEMBERS

Ms. Shirley Castley	Social Welfare Department
Mr. Bob Boss - Walker	Scripture Union of Tasmania
Mrs. Joan Roberts	Legal Practice Course.
Mr. Tex Nossiter	Pensioners Union
Ms. Elizabeth Dean	Department of Social Security
Mr. John Langford	St. Josephs Centacare
Ms. Michele Maddock	Education Department
Mr. Dallas Hanson	Educatojn Department
Father Clem Kilby	Centacare
Mr. Philip Morris	Child & Family Service in Tasmanian, Launceston
Rev. Beverley Bellinger	Uniting Church
Mr. Michael Chadwick	Blind & Deaf Society
Ms. Helen Spreadborough	Department of Social Security