

Citizens Advice Bureau

VC 3802

Newstettes 1968, 1969, 1969, 1970, 1970
1971, 1971, 1971, 1972,
1972 1973

Neighbourhood Activity
Ringwood Community Development Committee

Reports

Roster 1967.

Report 1968

newsletter 1968.

Report 1970

newsletter 1967.

" 1967.

Report 1972

RINGWOOD CITIZEN'S ADVISORY SERVICE

STATEMENT OF REVENUE AND EXPENDITURE

FOR THE PERIOD 1ST NOVEMBER, 1969 TO 30TH OCTOBER, 1970

EXPENDITURE :-

Publicity	\$171.20	
Cards. \$86.25		
Advertising local newspapers \$84.95		
Stationary	50.89	
Postage	30.00	
Insurance	50.37	
Training	16.00	
Vict. Council of Social Service	12.50	
Sundries.	14.00	
Telephone	92.44	
Heating	30.00	
	<u>TOTAL EXPENDITURE</u>	\$467.40

INCOME FROM ALL SOURCES

Subscriptions (including R.C.A.S. Newsletter subscriptions of \$56.80)		\$112.80
Donations		84.00
Functions - Theatre Night \$42.00		
Highland Carnival		
(Share of Proceeds) \$23.03		65.03
Bank Interest		10.07
	<u>INCOME</u>	<u>\$271.90</u>
	DEFICIT	\$195.50

STATEMENT OF ASSETS AND LIABILITIES

AS AT 30TH OCTOBER, 1970

ASSETS - CASH AT BANK	\$139.33
<u>Less</u>	
LIABILITIES - ADVERTISING OWING	25.15
	<u>\$114.18</u>



TWENTY-five years and still going strong at the Ringwood-Croydon Advisory Service.

mail 26-1-93 p12.

Aid milestone

By TONI LEA

THE Ringwood-Croydon Advisory Service on Thursday celebrates 25 years of steering the community through problems.

The service has changed dramatically over the years, according to co-ordinator Lesley Smith, who has been involved with it for 20 years.

"People are now more interested in finding out what's available and what their rights are," she said.

The service helps people with a range of problems from simple things like the name of government departments to help with family and neighborhood disputes.

Mrs Smith said sometimes people who came in were on drugs or on the verge of suicide.

"We're a listening ear and we generally offer people a cup of tea and a biscuit," she said.

Often people could solve their own problems simply by having someone to talk to.

Almost 60 people volunteer at least half a day and the service handles up to 6000 calls a year.

Volunteers are constantly updating information on government departments, emergency relief, support services and legal issues.

Ongoing training is provided by various organisations so volunteers know how to deal with a broad range of situations.

The service operates from two locations, one in Target Square, Ringwood, the other at 214 Mt Dandenong Rd, Croydon.

The 25-year celebrations will be held at the service's annual general meeting at the Croydon Council chambers.

Anyone associated with the service is welcome.

Ringwood Croydon Advisory Service during the past months have received a total of 2624 calls by telephone and visit.

28/1/1981

Mrs Margaret McCleave, in her president's report said that this was 567 more than the previous total. "We have had 16,892 calls in the 13 years of operation. "When Dr Cunningham Dax, then chairman of the Victorian Mental Health Commission spoke to the inaugural meeting of the Ringwood Citizens Advisory Service in 1967, he said that if the service answered 70 calls in a year it would be contributing to the well-being, and helping maintain the mental good health, of

the people in Ringwood. RCAS is one of the few citizens advice bureaux working in two municipalities. "If you consider the resources and organisations which service this area and are used by residents of both municipalities, you will agree that there are advantages in this arrangement. "One management committee administers the operation of RCAS, saving the duplication of voluntary administrative skills." Both Ringwood and Croydon councils provide ac-

commodation, telephone costs, grants and support from staff. A spokesman from the Advisory Service said continuing support from Mae Murphy and Dorothy Ambrose had meant that the information card displays had been maintained. RCAS has recently had 30,000 information cards printed at a cost of \$635. Donations from Heathmont Opportunity Shop, Heathmont Lions Club, Croydon Church of Christ Opportunity Shop and Ringwood Church of Christ have helped to offset the cost of the printing. Croydon Apex Club have distributed over 1500 information cards in the South Croydon area and Ringwood Apex Club will continue the distribution in the Ringwood area early in the year.

New coordinator for advice

The Ringwood/Croydon Advisory Service has a new coordinator. Ms Lesley Smith took up the position as head of the two centres just three weeks ago, but the task of citizens' advisor is no new role for her. Ms Smith has worked with the service for 16 years, and the centres have collectively been providing advice to the local areas of Croydon and Ringwood for 20 years now.

various people or organisations who can help these families. We give them two or three options, and it is up to the family who they eventually go to see," said Ms Smith. About 60 people per week attend each centre. Ms Smith expects her new role with the Croydon/Ringwood Advisory service to be an enjoyable task. She says she knows "the ins and outs of the job" after working with the service for so long.

Forty-six volunteer staff members run the two centres, which provide information on special accommodation homes, nursing homes, justices of the peace, dentists, hospitals and so on. In fact there are 700 different cards of information in the centres' filing systems. According to Ms Smith, one of the most common complaints requiring referral is the matter of family break-up. "Our job is to list the

Ms Smith takes over from Ms Margaret McCleave, who retired late last year from the coordinating position after 20 years of service to the centre. The centres are open between 9.30 am and 4 pm weekdays. The Ringwood centre is open Saturday mornings from 10 am to 12 noon, and it is one of the aims of Ms Smith to reopen the Croydon centre, located on Mt Dandenong Rd, on Saturday mornings too.



Lesley Smith takes up the position of the director at the Croydon Advisory Centre in Mt Dandenong Rd. Her job involves co-ordinating the Croydon and Ringwood service.

SEPTEMBER ROSTER 1967

1st Week Roster Secretary, Mrs. Alma Tovey, 870.8494

Mon. 9.12 Nancy Ritchie 870.1946 A. Holmes 870.7263
 11th. 12. 3 Mrs. M. Wigley 870.6366 Mrs. L.O. Sullivan 870.5301
 Sept. 3. 5 Gerald Welby 870.5022
 7. 9 Mr. Heazlewood 870.3452
 Tues. 9.12 Mr. Nankivell 870.6391 Mrs. E. Turner 870.6033
 12th. 12. 3 Mrs. M. Bennett 870.8169 Mrs. M. Peters 75.2561
 3. 5 Miss Wale 870.6287
 7. 9 Mr. J.B. Ware 870.5337
 Wed. 9.12 Mrs. E. Roylance 870.8444 Mrs. D. John 870.6414
 13th. 12. 3 Mrs. T. Brown 728.2792 Mrs. C. Rowntree 870.8674
 3. 5 Mrs. Doreen Williams 870.2480
 7. 9 Mr. A. Hall 870.6946
 Thurs. 9.12 Mrs. A. Taylor 870.7203 Mrs. Maartensz. 870.2609
 14th. 12. 3 Mrs. B. Beale 870.7203 Mrs. M. Shun 870.6050
 3. 5 Mrs. Salvador 870.8285
 7. 9 Sister Winter 870.7455 Mrs. E. Hagger
 Frid. 9.12 Mrs. A. Tovey 870.8494 Mrs. Lord 870.2942
 15th. 12. 3 Mrs. A. Buchanan 870.2744 Mrs. W. Tonkin 870.3462
 3. 5 Mrs. Schurman 870.6978
 7. 9 Mr. B. Kaighan 870.4331

2nd Week Roster Secretary, Val Morris 870.2042

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 7. 9 Mr. W. Fairfull

2nd Week Roster Secretary, Mrs. Val Cannan 870.8458

Mon. 9.12 Mrs. S. Abbott 870.8568 Mrs. P. Risk 870.1948
 18th. 12. 3 Mrs. E. Clark 870.2972 Mrs. H. Smith 870.4529
 3. 5 Mrs. McCleave. 870.6574
 7. 9 Mrs. Joy Jones 87.2904 Mr. Heazlewood 870.3452
 Tues. 9.12 Mrs. M. Male 870.4125 Mrs. D. Williams 870.6757
 19th. 12. 3 Mrs. Short Mrs. M. German 870.5517
 3. 5 Mrs. Lavender 870.7608
 7. 9 Mrs. Mackleson 728.2737 Miss. H. Martin 870.6057
 Wed. 9.12 Mrs. V. Audsley. 870.3046 Mrs. M. Merton 870.2850
 20th. 12. 3 Mrs. M. Smith 870.1828 Mrs. Peilding 870.4498
 3. 5 Mrs. M. Barrow 87.1333
 7. 9 Mrs. McIvor 870.1015 Mrs. Peake 870.6630
 Thurs. 9.12 Mrs. D. Nankivell 870.6391
 21st. 12. 3 Mrs. Teese 870.6244 Mrs. Pullin 870.4394
 3. 5 Mrs. M. Hill 870.1705
 7. 9 Mrs. M. Rogers 870.3115 Mrs. Y. Clark
 Frid. 9.12 Mrs. R. McRae 870.1759 Mrs. G. Armstrong 87.3011
 22nd. 12. 3
 3. 5 Mrs. Code 87.2942
 7. 9 Mrs. A. Whitehead 870.5405 Mrs. B. Dick 870.8127

4th Week Roster Secretary, Mrs. Francis Hollingsworth, 870.1473

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 2nd 12. 3 Mrs. E. Clark 870.2972 Mrs. H. Smith 870.4529
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 3. 5 Mrs. Lavender 870.7608
 7. 9 Mrs. Mackleson 728.2737 Miss. H. Martin 870.6057
 Wed. 9.12 Mrs. V. Audsley 870.3046 Mrs. M. Merton 870.2850
 4th. 12. 3 Mrs. M. Smith 870.1828 Mrs. Peilding 870.4498
 3. 5 Mrs. M. Barrow 87.1333
 7. 9 Mrs. McIvor 870.1015 Mrs. Peake 870.6630
 Thurs. 9.12 Mrs. D. Nankivell 870.6391
 5th. 12. 3 Mrs. Teese 870.6244 Mrs. Pullin 870.4394
 3. 5 Mrs. M. Hill 870.1705
 7. 9 Mr. Salvador 870.8285
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Mon. 9.12 Nancy Richie 870.1946 A. Holmes 870.7263
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 Oct. 3. 5 Miss Wale 870.6287
 7. 9 Mr. I. Ware 870.5337
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 11th. 12. 3 Mrs. T. Brown 728.2792 Mrs. C. Rowntree 870.8674
 Oct. 3. 5 Mrs. Doreen Williams 870.2480
 7. 9 Mr. A. Hall 870.6446
 Thurs. 9.12 Mrs. A. Taylor 870.7203 Mrs. Maertensz 870.2609
 12th. 12. 3 Mrs. B. Beale 870.7203 Mrs. M. Shan 870.6050
 Oct. 3. 5 Mrs. Salvador 870.8285
 7. 9 Sister Winter 870.7455 Mrs. E. Ragger
 Frid. 9.12 Mrs. A. Tovey 870.8494 Mrs. Lord 870.2942
 13th. 12. 3 Mrs. A. Buchanan 870.2744 Mrs. E. Tonkin 870.3462
 Oct. 3. 5 Mrs. Schuman 870.6978
 7. 9 Mr. B. Kaighan 870.433A

2nd Week Roster Secretary, Mrs. Val Cannan. 870.8458

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 16th. 12. 3 Mrs. E. Clark 870.2972 Mrs. H. Smith 870.4529
 Oct. 3. 5 Mrs. McCleave 870.6574
 7. 9 Mrs. Joy Jones 87.2904 Mr. Heaselwood 870.3452
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 17th. 12. 3 Mrs. Short Mrs. W. German 870.5517
 Oct. 3. 5 Mrs. Lavender 870.7608
 7. 9 Mrs. Mackleson 728.2737 Miss H. Martin. 870.6057
 Wed. 9.12 Mrs. V. Audsley. 870.3046 Mrs. M. Morton 870.2850
 18th. 12. 3 Mrs. M. Smith 870.1828 Mrs. Feilding 870.4498
 Oct. 3. 5 Mrs. M. Barrow 87.1333
 7. 9 Mrs. McIvor 870.1015 Mrs. Peake 870.6630
 Thurs. 9.12 Mrs. D. Hankivell 870.6391
 19th. 12. 3 Mrs. Tovey 870.8244 Mrs. Pullin 870.4394
 Oct. 3. 5 Mrs. M. Hill 870.1705
 7. 9 Mrs. M. Rogers 870.3115 Mrs. V. Clark
 Frid. 9.12 Mrs. R. McRae 870.1759 Mrs. G. Armstrong 87.3011
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3rd Week Roster Secretary, Mrs. Val Morris 870.2042

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 23rd. 12. 3 Mrs. M. Wigley 870.6366 Mrs. L.O'Sullivan 870.5301
 Oct. 3. 5 Gerald Welby 870.5022
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 Oct. 3. 5 Miss Wale 870.6287
 7. 9 Mrs. K. Amber 87.2184 Mrs. O'Backhouse
 Wed. 9.12 Mrs. E. Boylance 870.8444 Mrs. D. John 870.6414
 25th. 12. 3 Mrs. T. Brown 728.2792 Mrs. C. Rowntree 870.8674
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 27th. 12. 3 Mrs. A. Buchanan 870.2744 Mrs. E. Tonkin 870.3462
 Oct. 3. 5 Mrs. Schuman 870.6978
 7. 9 Mr. W. Fairfull 870.9524

4th Week Roster Secretary, Mrs. Francis Hollingsworth. 870.1473

Mon. 9.12 Mrs. S. Abbott 870.8585 Mrs. F. Risk 870.1948
 30th. 12. 3 Mrs. E. Clark 870.2972 Mrs. H. Smith 870.4529
 Oct. 3. 5 Mrs. McCleave 870.6574
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Oct

Wed

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Roster for period 6th November to 1st December 1967

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Nov. 16th

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 1st. 12. 3
 Dec. 3. 5 Mrs. Code 87.2942
 7. 9 Mrs. A. Whitehead 870.5405 Mrs. B. Dick 870.8127

Nov. 30th

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RINGWOOD CITIZENS ADVISORY SERVICEFirst Annual Meeting, Tuesday November 19th, 1968AGENDA

- * National Anthem.
- * Opening & Welcome Mr. C. Armstrong.
- * Apologies.
- * Chairman's Report Mr. C. Armstrong.
- * Treasurers Report Mr. C. Hogarth.
- * Mayor's Remarks Councillor Stan Morris.
 & Introduction of Guest Speaker.
- * Guest Speaker Dr. Don Oldmeadow.
 "Community Approaches to Mental Health"
- * Vote of Thanks Mr. R. German.
- * Results of Election for Committee Members
- * General Business.

CLOSE.

RINGWOOD CITIZENS ADVISORY SERVICE.ANNUAL REPORT - NOVEMBER 1968.

At a well attended meeting held in the Ringwood Town Hall on the 29th. June 1967 and chaired by the Mayor, Cr. Elizabeth Penny, a resolution was adopted calling for the formation of the Ringwood Citizens Advisory Service.

Volunteers forming the first committee were Mesdames; A.Trovey, V.Audsley, Y.Clark, F.Hollingsworth, V.Cannan, S.Smart, V.Morriss and McIvor, Miss J.Rayment, Rev.D.Dickenon and Messrs. R.Moore, C.Hogarth, R.German, F.C.Armstrong, I.Ware, K.Lawton and V.Crompton.

The first meeting of the Committee was held on the 3rd. July 1967 when the following officers were elected :-

Chairman	Mr.F.C.Armstrong
Vice Chairman	Mr.R.German
Secretary	Mrs.V.Audsley
Assist. Secretary	Miss J.Rayment
Treasurer	Mr.C.Hogarth

Members divided into three sub-committees— Finance, Publicity and Telephone Service. Subsequently, during the year, a further sub-committee was formed to control the Directory.

Within a few meetings the Committee formulated and adopted a constitution.

A small group of the Committee set about the formulation of a directory for referrals.

Simultaneously arrangements were made with the Cairnmillar Institute for training sessions for telephone operators. Altogether 120 offered themselves for training, and 84 of these were finally selected to be rostered for duty. With the numbers available, it was decided to man the telephone from 9 a.m. to 5 p.m. and 7 p.m. to 9 pm.

We received the offer of use of an office, the one which has been used throughout the year, and for which we are grateful.

The Service commenced actual operations on Monday, 11th. Sept. 1967.

During the full twelve months of operation we received 625 calls the main categories being :-

Personal, marriage and family problems	110
Gardening and similar jobs	56
Legal advice	56
Home help	82
General information	207
Transport	16
Child minding, sick visiting	58
Accommodation problems	27

As the year progressed it became apparent that a greater degree of training was necessary for our operators. Arrangements were made for 8 members to attend a three months special course organized by the Department of Mental Health. Subsequently a further 10 members are now attending a similar course. This course has brought a deepening awareness of the importance of the work of the Service and the need to be adequately prepared to assist those who telephone for guidance.

As an outcome of this special training, local meetings have been organized for all operators, to bring to them something of the knowledge and experience of others operating in the field of Social Services. These local meetings will continue next year.

Operating conditions showed a need for the preparation of a new directory, set out more clearly, and more comprehensive in scope. A group undertook this work which is still not completed, but is already proving its value.

RINGWOOD CITIZENS ADVISORY SERVICE.

ANNUAL REPORT Page 2.

The telephone operators paid for their training and also paid a \$2 subscription to become financial members of the Service. We also received individual donations. During the year, on being convinced of the need of the Service and the value of its work, the Ringwood City Council made a \$250 contribution to the cost of conducting the Service. We need this continued financial help to continue the work in the new year; therefore we hope that members will renew their \$2 Subscriptions, that donors will repeat their donations and that the Council will again recognise the value of the Service to the Community.

The Service can only operate to serve all if all are aware of its work and its willingness to be of service. Cards informing people of the Service were distributed widely and were displayed in shops and clinics. Articles and advertisements appeared in the local press. The Council included a short article in its letter to ratepayers. There is need for continuing publicity. This will be done by all means at our disposal; but all can help by passing on information to others. We want to be of the greatest possible help to the people of our Community.

During the year Mesdames Trovey, Clark and McIvor resigned from the Committee. We are grateful to them for their valuable contribution in the early stages of our work. Mrs. M. McCleave was appointed to fill a vacancy.

Committee appointments will be for a three year term, with one third of the total retiring each year but being eligible for re-election. Committee members and those voting must be financial members of the Service.

The coming year will see a change in the times of the telephone roster times :-

9-30 a.m.	to	12-30 p.m.
12-30 p.m.	to	3-00 p.m.
7-00 p.m.	to	9-00 p.m.

A close check of calls and a review of available telephonists indicated this should give adequate service.

The coming year will also see renewed emphasis on more training and on a constantly up-dated directory.

Finally I wish to thank all who have helped to make this a successful year :-

Those who have assisted financially.

The Organisation which has made available, without charge, the office from which we operate.

The telephone operators, perhaps especially those who have undergone further training, and those who attend the continuing training sessions.

The volunteers who have made their services of various sorts available to people in need.

To the members of the Committee, all of whom have worked hard on the several sub-committees.

The past year of work has shown the need for this Service in the Community, and I hope has demonstrated its value. We look forward to a new year, confident we are needed, and hopeful we will be adequate for the tasks ahead of us.

On behalf of the Committee,

F.C. Armstrong.

(President).

RINGWOOD CITIZENS ADVISORY SERVICE

STATEMENT OF REVENUE & EXPENDITURE
FOR PERIOD 1ST FEBRUARY, 1967 TO 30TH JUNE, 1968

INCOME FROM ALL SOURCES

	\$	\$
Subscriptions 1967/1968	508.00	
Donations	140.80	
"Showcase" Tickets	42.00	
Pen Sales	32.60	
Interest	<u>2.73</u>	

TOTAL INCOME \$726.13

This income was spent in the following manner:-

Training costs	267.45
Telephone	92.77
Stationery	38.20
Postage	83.75
Publicity Cards	80.62
Advertising (Local Press)	25 70
Insurance	19.46
Heating (Office)	10.00
Pens	19.56
Sundries	<u>24.95</u>

TOTAL EXPENDITURE \$662.46

SURPLUS OF INCOME OVER EXPENDITURE \$ 63.67

STATEMENT OF ASSETS & LIABILITIES
AS AT 30TH JUNE, 1968

ASSETS

Cash in Hand	11.20
Cash at Bank	24.78
Pens (at cost)	<u>103.35</u>

TOTAL ASSETS \$139.33

LIABILITIES

Heating Office	10.00
Loan for pens	122.91
Members' Funds	<u>6.42</u>

TOTAL LIABILITIES \$139.33

RINGWOOD CITIZENS ADVISORY SERVICESTATEMENT OF REVENUE & EXPENDITUREFOR PERIOD 1ST FEBRUARY, 1967 TO 30TH OCTOBER, 1968.INCOME FROM ALL SOURCES

	\$	\$
Subscriptions 1967/1968	508.00	
Donations	405.80	
Showcase Tickets	42.00	
Pen Sales	67.60	
Interest	<u>3.44</u>	
<u>TOTAL INCOME</u>		1026.84

This money was spent in the following manner:-

Training Casts	267.45	
Telephone	92.77	
Stationery	84.10	
Postage	128.75	
Publicity Cards	80.62	
Advertising (Local Press)	27.70	
Insurance	22.70	
Heating (Office)	20.00	
Pens	122.91	
Sundries	<u>32.95</u>	
<u>TOTAL EXPENDITURE</u>		<u>879.95</u>
<u>SURPLUS</u>		<u>146.89</u>

STATEMENT OF ASSETS & LIABILITIESAS AT 31ST OCTOBER, 1968.ASSETS

	\$
Cash at Bank	146.89
Pens (at cost)	<u>82.35</u>
	<u>\$219.24</u>

LIABILITIES

Members Funds	<u>\$219.24</u>
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RINGWOOD CITIZENS ADVISORY SERVICE

NEWSLETTER

APRIL, 1968

Dear Member,

To the end of March the Service has handled 392 calls. February was a record month with 74 calls. For the month of March we handled 59 calls. The following figures will give indicate in which areas the calls have fallen.

	<u>Feb.</u>	<u>March .</u>
Personal & Family Help	8	8
Psychiatric	1	2
Marriage Guidance	1	1
Child Guidance	2	-
Assistance to Youth	1	1
Gardening-Odd Jobs	7	2
Accommodation Required	-	2
Legal Advice	10	6
Visiting- Sitting with sick	1	-
Child Minding	7	3
Home Help- House Keeping	9	3
Employment	3	1
Requiring Particular Information	15	17
Transport	1	-
Enquiring about Service	2	1
Referred by Ringwood Council	2	-
Confirmation of calls	1	2
Accommodation for Elderly	-	3
Live in companion	1	-
Need of Food	1	-
Wanting to help others	3	1
Requiring Financial Assistance	1	1
Offered Services to R. G. A. S.	5	3
Needing Social Services	1	1
Offered Clothes for Fire Victims	3	-
Migrant Information	-	1
Total :	74	59

<u>AGES</u>		38	26
9 - 12		38	26
12 - 3		20	16
3 - 5		16	11
7 - 9		1	6

It is interesting to note that a number of calls are falling in the categories of Personal and Family Help is Young girls who have become pregnant. Parents needing advice re their teen-age families. Problems with Elderly parents(this also comes under accommodation for Elderly.)

Psychiatric assistance-Marriage Guidance -Assistance to Young People- Legal aid- in many cases the person requires legal assistance but is unable to pay for Services. -Destitute peoples needing financial help etc.

Ringwood Citizens Advisory Service in most cases has been able to channel these people to where they have been able to obtain the necessary assistance.

Training

Twenty new members recently commenced their initial training. We look forward to them completing the course and becoming active operators on the Service.

Seven of our members have commenced a three months course sponsored by the department of Mental Hygiene. When their training is completed they will specialize in Directory work and also in the area of assessing calls where this may be necessary.

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RINGWOOD CITIZENS' ADVISORY SERVICENEWS LETTER NO. 2

Dear Member,

Since last contacting you our Service has been instrumental in helping many members of our community.

The operators have been kept quite busy, and to Friday October 20th (which brings up 6 weeks of operation) they handled 113 calls.

Following is a break down of the calls and the volume for each rostered period.

Personal & Family Help. =	Psychiatric - 5.	Marriage Guidance - 1.
	Child Guidance - 2	Total of eight calls.
Adoption and Fostering - 2	Gardening & Odd Jobs - 24	Flat to let - 1
Accommodation Required - 2	Legal Advice - 15	Sick Visiting & Sitting - 6
Child Minding - 5	Home Help & Housekeeping - 15	Employment - 2
Requiring particular information - 22	Transport - 5	Enquiring about service - 3
Investigation by Health Dept. - 1	Referred by Ringwood Council - 4	
Confirmation of calls - 3	Alcoholic - 1	Reading Aloud - 1
<u>Times.</u> 9a.m. - 12 noon - 58 calls.	12 noon - 3 p.m. - 23 calls	
3p.m. - 5 p.m. - 27 calls.	7 p.m. - 9 p.m. - 6 calls.	

These statistics do not tell the complete story, as many of the calls for house-keeping - home help - sitting with the sick etc, could also be listed under Personal and Family assistance.

We have also been able to assist a number of organizations who contacted the Service for information.

Naturally we have met up with many problems, however we have gained experience and improved the Service in the solving of them.

Enclosed with this letter is information about our follow up training programme with Cairnmillar on November, 23rd. We ask operators to note down any problems, ideas and remarks relevant to the Service and so come prepared to contribute to the programme. Also enclosed is a roster information form, would operators please fill in the necessary information and post the form back as soon as possible to R. Moore, 23 Maidstone Street, Ringwood, 3134.

Operators please note.
(1) When giving referral telephone numbers to callers, please give only two numbers at any one time and ask the caller to phone back if they do not get satisfaction.

(2) Please use professional services if you feel the caller can afford same.

(3) When making roster exchanges, please check with roster at office first.

It will be of interest to you to know that other municipalities are watching our progress and in some cases are now intending to commence a similar service.

R. Moore.

1967

The American Telephone and Telegraph Company

MEMORANDUM

Long Beach, California

This notice is being published for all operators until such time as the roster does not include the operators' families of all.

To make sure that the roster is up to date, it will be necessary

to make an attempt to get all operators to check a table over the past four weeks. However, on Wednesday November 15th, we have had 277 calls. This is very encouraging.

The roster for operators has been drawn up for the next three months and we had no resources to allow you the shift of your preferences. We do ask all operators to pl. so their logistics with the service and alter their shifts only in the case of sickness or an emergency. Over the last three months we have had a 10% change in rosters and this has made it very difficult to organize the service.

HOLIDAYS Operators, when going on holidays please inform your roster secretary.

The month of January is going to be a problem with holidays, we would be pleased if any operator prepared to do an extra shift during this month would phone 379-8342 or any of the four roster secretaries.

Forty nine operators attended our refresher night with Jan. Miller on Thursday 23rd. This was a helpful session with different aspects of the service and problems which confronted the operators were discussed. Some emphasis was given by Mr. Macmillan to the operator who may go through a whole shift without receiving one call, he stressed that you should not be discouraged because the time will come when that shift could take a most needy call.

PERSONAL. We were saddened to hear of the death of one of our operators Mrs. Backhouse and we offer to Mr. Backhouse our respect and sincere sympathy.

Many operators have expressed feelings of satisfaction in their being able in some way to help fill the need of another person. Members of our executive committee have been invited to a number of organizations to give a talk about the service, which apparently is creating a lot of interest. As there will not be another news letter this year, we take this opportunity to wish all members a very happy Christmas.

Mr. R. Moore.

MINISTERS' OFFICIALS' ADVISORY SERVICE

21st October, 1967

Dear Member,

You will recall that at the conclusion of the training sessions conducted in July last, by the staff of the Cairnmillar Institute, the Committee indicated that a "follow-up" session would be held later in the year.

Cairnmillar has arranged this for Thursday, 23rd November at 8 pm. The place will be the same as before - Scots Church Hall in Adelaide Street.

All who attended the previous course are invited to be present, to benefit from experiences to date, to gain inspiration and to better qualify for the task we have undertaken.

The Service is fulfilling a real community need - over a hundred calls made to date.

We hope this session will enable others to complete their training and join the next roster of service.

Yours faithfully,

V. F. Skidley
Secretary.

RINGWOOD CITIZEN'S ADVISORY SERVICE 1970
THIRD ANNUAL REPORT - 23RD NOVEMBER, 1969

"Caring for People"

On 12th November, 1970, the Ringwood Citizen's Advisory Service answered its 2,000th call from someone who dialled 870-3233.

This was three years and two months after the Service opened. In the period 1st October, 1969 to 30th September, 1970, 652 calls were received. Last year there were 539 calls in the twelve months. The attached summary of calls and the categories into which these calls have been divided shows the wide range of calls- emergencies, emotional problems, and factual enquires. This year it has again been found that about 80% of the calls could be referred to help within the local community. The Service was set up to co-ordinate the needs of people living in the Ringwood area and the resources available to meet these needs. The fact that so much help is available if people know where to ask for it emphasis the need for such a referral service. Statistical records have been kept to ensure that the R.C.A.S. knows what sort of calls are received and the referrals given. Some of the problems or requests may seem comparatively simple, and if these can be dealt with early, they do not become major problems and people can be saved frustration and worry.

Some of the problems are already major ones, and a referral to the appropriate source of help is very much appreciated.

The most important event in the year for the Ringwood Citizen's Advisory Service has been the move into the room in the Civic Centre. This has greatly assisted the operation of the Service. We should like to thank the Council for making this room available, and for paying the telephone costs.

The decision by the Council to purchase the Answering Machine is very much appreciated by the Committee. The Recorded message refers people who may need immediate help for personal or crisis situations to the Personal Emergency Advisory Service, and reminds other callers of the hours of operation of the R.C.A.S., so that they can plan to call for information within these hours. Information as to a source of help could be reassuring to an anxious caller.

During the year the R.C.A.S. has become affiliated with the Victorian Association of Citizens Advice Bureaux. This link will provide co-ordination and the opportunity to exchange information between the bureaux. The Association plans to establish and maintain the highest possible standards of service to the community by the member bureaux, and to co-operate with government, statutory and voluntary bodies and organisations in the furtherance of the objectives of the Association.

We are also a financial member of the Victorian Council of Social Service, this also returns much useful information.

R.C.A.S. information cards have again been distributed through the Ringwood, Heathmont area. We do appreciate the efforts of the Freedom From Hunger callers who were responsible for their distribution.

It has been found that the number of calls received has always risen sharply after publicity about the Service, and the Committee feels that every effort must be made at this stage of the Service's operation to make it as widely known as possible, so that the people who may need help will be aware of a source of help.

SUB-COMMITTEE REPORTS.

Directory. Any Advisory Service is only as good as its referrals, and its referrals depend to a large extent on an adequate Directory. This entails continual updating of current cards, and searching in many quarters for new referrals. To help operators improve their general knowledge, a monthly Scrapbook is assembled, and a Resource Material file maintained. We are very grateful to receive regular newsletters from such diversified sources as Anti-Cancer Council, Council of Adult Education, Australian Association for Better Hearing and the Red Shield Friendship Club. The Ringwood Croydon Mail and The Ringwood Gazette are very valuable sources, but extra direct information from local church and service organisations, clubs and auxiliaries, sporting and other bodies would be most welcome. This could be of mutual benefit.

mark

SUB-COMMITTEE REPORTS (cont'd)

Roster. As at 1.11.70 we have 31 operators on the roster, filling 40 time slots. Seven operators are on leave of absence and we hope to welcome several new operators when the present Alexandra Clinic course is completed. I would like to thank all operators for their services during the year especially when called upon in times of emergency. My thanks also to the roster secretaries who have helped with the smooth running of the service.

Training. New operators have entered the service this year after completing the initial training course conducted by the Department of Mental Health. It is essential to constantly have personnel undergoing training to keep the service fully staffed.

A continuous Training programme for all operators has been a policy of R.C.A.S.

At the beginning of this year operators completed a questionnaire indicating the areas in which they felt a need for more guidance and help. As a result of this, three groups were formed and have since been meeting monthly in private homes for instruction and informal discussion. These meetings have been under the control of trained leaders with two qualified Social Workers as trainers.

Much of the material for these programmes is taken from our own files and is very relevant to our service.

Members of the training committee gave unstintingly of their time in preparing programmes.

The training committee appreciate the support of the operators through the 90% attendance at these sessions.

THANKS.

This year an alphabetical index listing every card in our extensive reference file has been prepared and this has proved very helpful. We are grateful to the Directory committee for this marathon effort.

An unlisted amount which represents a considerable donation to the running of the service is contributed by the unrepresented telephone accounts of roster secretaries and members of the committee who do not claim, and we should like to acknowledge this extra contribution with gratitude.

I should like to express warm thanks to all the people who have helped us during this year, and by their support enabled us to "Care for People".

The Ringwood City Council for their continued interest and support.

The people who have continued their financial support through subscriptions and donations.

The press for articles about the R.C.A.S.

The volunteers who have given emergency service to help others.

The operators who have given their time to answer the telephone and to attend regular training sessions.

In a year in which there has been a lot of sickness it has often required re-organisation and effort to keep the roster fully manned. The committee has very much appreciated this.

The people who have undertaken responsibility in organising sub-committees which contribute so much to the efficiency of the R.C.A.S.

As President I should like to thank the committee for their support and help during the year. In particular, my thanks to our retiring secretary, who for over three years has done so much to further the work of the R.C.A.S.

THE R.C.A.S. REPORTS SUB-COMMITTEE PRESENTS

THE FOLLOWING REPORTS FOR THE PERIOD, OCTOBER 69 - 30TH SEPTEMBER, 70

Calls received totalled 652 presenting 768 problems relating to :-

Accommodation	23	Legal	62
Elmployment	4	Migrants	5
Family	102	Personal	92
Old People	38	Information Requested	148
Youth	21	Listening Calls	29
Children	43	Confirmation Calls	20
Health	76	Miscellaneous	105

Examples of Problems

Accommodation

eg. emergency
eviction

Employment

eg. handicapped persons and
those with special needs.

Family

eg. marital breakdown
seeking financial help and food,

Health

eg. alcoholism, mental,
paraplegic

Migrants

eg. language difficulties
loneliness

Youth

eg. family relationship
sex

Information Requested

eg. local, state,
commonwealth

Miscellaneous

eg. community services,
information for directory

Referrals Given

LOCAL RESOURCES 410

eg. Council
Voluntary Organisations
Church
Voluntary within Service

GENERAL RESOURCES 157

eg. Government
Legal
Voluntary Organisations
Medical

Comments - It is encouraging to note that many of the needs are met through referrals to resources in the Ringwood Municipality.

All calls are strictly confidential and the Telephone Operators remain anonymous at all times.

No attempt is made to obtain more information from the caller than is necessary to make an accurate referral.

Summary - This report is evidence that the Service is meeting a very real need in the Community, and that the Telephone Operators must be trained to cope with a wide range of calls - emergencies, emotional problems and factual enquires.

Reports Sub- Committee,
R.C.A.S.

114 calls in October

23C

THE RINGWOOD CITIZEN'S ADVISORY SERVICE

A glance at the constitution of the R.C.A.S. shows the Service is a voluntary non-profit organisation aiming to:

- * hear from people in need and refer them to sources of appropriate help;
- * co-operate with other organisations helping those in need;
- * train people in the service of referral by telephone;
- * provide or organise services for people in need;
- * do anything else lawful and likely to help achieve these aims.

Any adult, and any organisation (by its representative), "interested in the well-being of the Service and prepared to abide by the objects and policy of the Service" may become a member.

The Service is run by an elected committee divided into subcommittees.

The telephone number of the Service (870-3233) is answered anonymously and confidentially by unpaid operators rostered for different times.

Callers may give or withhold their names as they wish, and all discussion with the operator is free.

With what kinds of problems does the Service's referral information help?

The Service has issued to householders a card mentioning:

- | | |
|-----------------------------|--------------------------------|
| * personal and family help; | * foster homes and adoption; |
| * marriage guidance; | * child guidance; |
| * emergency housekeeping; | * medical, dental emergencies; |
| * aged and invalid; | * home nursing; |
| * legal | * baby sitting; |
| * emergency transport | * gardening and odd jobs; |

Such a wide-ranging area of operation requires adequate training of operators, an extensive and continually revised directory of information, and widely and appropriate experienced general committee and subcommittee members.

Training courses for operators are being regularly provided through the co-operation of the Mental Hygiene Authority and the Victorian Council of Social Service.

Training covers a knowledge of the structure of Victorian and Commonwealth social and welfare services, both governmental and voluntary, which are aimed at helping people in various kinds of need.

It assists the trainee to recognise fairly accurately the general nature of the problems to be dealt with and to decide the best way to help the inquirer.

Problems considered in each course are very varied and specific aspects of individual, family and community health and welfare are studied.

New operators joining the expanding Ringwood Service or replacing those retiring, and established operators undergoing refresher courses, avail themselves of this training.

In addition the Ringwood Service itself conducts further regular training and discussion programs for its operators.

Operators, of course, do not give professional advice. Nor do they dissuade any caller from seeking it from qualified sources or recommend one source above other competing sources. If professional advice is possibly needed, information on all relevant sources of it will be given.

The operator's task is the giving of accurate referral information likely to lead the caller to the kind of help needed.

Compiling, revising and striving to improve the information directory and its indexing and cross-referencing are constant tasks.

The remaining requirement of a wide-ranging advisory service is variety of training and experience within its general committee and subcommittees.

Organisers of the Ringwood Service include those skilled executives of the household, the efficient housewife-mothers who between then earlier followed a variety of occupations, and people working daily in the architectural, chemical engineering, legal, medical, optical, psychological, social work, teaching or other professions.

The Service is an ongoing community effort for continuing community benefit through promotion of the development, accessibility and effective utilisation of community resources to meet a variety of needs arising in individual cases.

As well as providing valuable free referral information, the Service in appropriate cases only of emergency provides its own volunteer workers for no charge or other workers for a substantially reduced charge.

The kinds of tasks these workers carry out are those most easily done by people living in the area and stress the need for a locally oriented advisory organisation.

Included among the emergency services performed by these local workers are child-minding (in either the caller's or the volunteer's home), domestic help (including meal preparation), errands, gardening, home-nursing, ironing, odd jobs, reading aloud (to elderly and blind people), sitting with sick people, transport, and visiting (lonely and sick people).

One of the most striking features of the statistics to date is the fact that although most of the calls appear to have come from local citizens, local professional and other local resources were best able to meet the need in very many cases and yet the callers were previously unaware that these sources of help were available.

The Service welcomes new members, including people willing to offer themselves for consideration and possible selection for training as telephone operators or for other voluntary work.

Above all, the Service welcomes enquires from the public. Remember, the phone no. is 870-3233 and the present hours are 9.30 a.m. to 3.00 p.m., Monday to Friday.

Help is available!

D. R. JAMES, LL.M.,
Hon. Spokesman, R. C. A. S.

23rd November, 1970

RINGWOOD CITIZENS' ADVISORY SERVICE.

The Service in its 5 years of operation has received 3643 calls from people with different needs; some wanting assistance with their personal and family problems, others wanting to talk to a person with a sympathetic ear when feeling troubled and lonely. The Service also meets the needs of callers wanting general information about activities and services in the Ringwood Municipality and further afield. The most common problems are those relating to family life. A high percentage of these calls are referred to resources in our own community.

In the past year 805 calls were received, presenting 920 problems. The following list shows the categories in which these calls were listed, and the number of problems in each:-

Personal	87
Family	156
Youth	28
Aged	76
Migrants	16
Listening	39
Legal	115
Medical	53
Accommodation	26
Employment	32
Clubs & Hobbies	65
General Information	170
Miscellaneous	57

Calls received for accommodation and employment are only recorded as such where there is a special need - either in what is offered or wanted. Otherwise, these callers are referred to Employment agencies or Estate businesses, and are recorded under the category of general information.

Resources used in referral -

466	- to local (within the Ringwood Municipality)
296	- to general.

The R.C.A.S. is justly proud of the Directory of information on which the operators may draw. It is a tremendous task to keep this Directory up-to-date, and a constant job adding new information as it becomes available. Over the past year, those responsible for the Directory have added much information after checking that all is correct. Further information has been gathered by way of newspaper and magazine cuttings and filed in a scrap book, which is kept in the office and available for all operators to read.

Since the last report ten new operators completed their initial training course at Lisson Grove - three at the end of last year, and seven during this year. They have all worked on the Service during this year. This year we have continued our "in-service training", working in two groups which meet monthly. The programmes have been planned to help the operators to more efficiently handle the Directory information, to improve telephone techniques, and to help in report writing. Four Social Workers are involved in a voluntary capacity in planning these training programmes as part of our Training Committee.

The two groups heard speakers from "Birthright" explain the work this organisation does in our society.

The Service is grateful to the Maroondah Group of the Justices of the Peace for the invitation to members of the R.C.A.S. to attend some meetings at the Ringwood Court House. We had the opportunity to hear three interesting speakers - Miss Ramsay, Social Worker for the City of Nunawading; Inspector Kyte-Fowell, Officer in charge of the Drug Squad in Victoria; and Miss Irvine, Governor of Fairlea Women's Prison.

Training is very important to each operator, and the more we learn, the more we realise how much more is needed to enable us to be competent operators in a service such as the R.C.A.S.

Operators have been conscientious and reliable in filling their rostered times. At the beginning of March, 31 operators were rostered for duty. Since this time 7 new operators have been introduced into the Service. At the present time, due to various circumstances such as resignations, sickness, and leave-of-absence, we have 28 operators rostered. This situation places a strain on our few emergency roster members. Two volunteers are doing their Lisson Grove training at present, and it is essential that a number of new volunteers complete this course each year so that the number of operators is held at a level which will provide for the efficient operation of the Service

As Convenor of the Operating Committee I feel that special thanks should go to all of the operators for their faithful year's work to the community, and also to our committee members and to those who have undertaken special tasks and responsibilities as convenors of sub-committees.

Robert H. Moore

Convenor.