

Citizens Advice Bureau



Te Pou Whakawhirinaki o Aotearoa

CAB Mid Canterbury

Kāore i te mārama?
Pātai mai.

Not sure?
ASK US.



Timeline

Safe Community
Accreditation

Discussions with
local community
agencies

A need for
quality local
information.





Timeline

Citizens Advice Bureau identified as what other towns have and what Mid Canterbury needs.

Seed funding greatly received from Ashburton District Council

Establishment of Steering Group





Timeline

Covid delays
employment process

Recruitment and
employment of a
coordinator

July
Coordinator Starts
6th July





Timeline

Coordinator
Training
Establish Processes

Office set up
Furniture
computers

Oct and Nov
Recruitment and
training of first
intake of volunteers





Timeline

Nov

Volunteers weekly
training and on
roster all month

Dec

Open to the
community

Jan

Ongoing training,
existing and new
volunteers, mentoring
and observing





Timeline

Feb

Community
Presentations,
new volunteer
rooms

March

Training theme
financial support
Awareness Week

April

Ongoing training,
build capacity
Funding, Clinics,
Evaluation





What is the CAB?

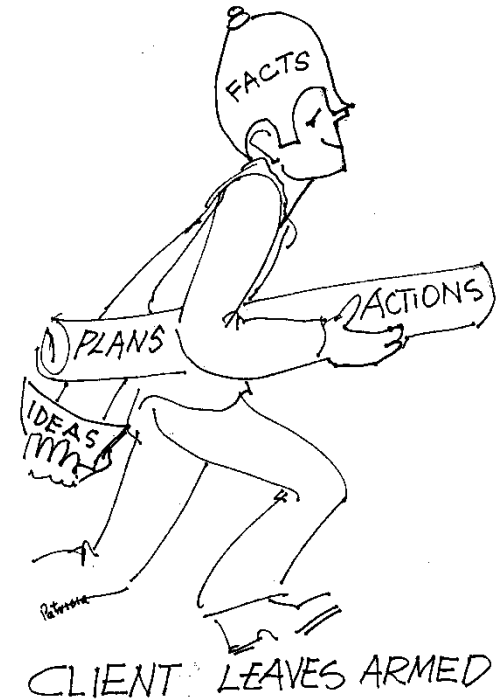
- Citizens Advice Bureau
- We are an independent community organisation
- Accessible via phone, email, online chat or visiting one of more than 85 locations
- Provided by more than 2,400 trained volunteers





Our Service

- We give FREE and confidential information, advice and support
- We use our knowledge of services and communities to help people to help themselves.
- We have access to a database of local services and information, that is searchable and kept up to date
- We make sure clients know and understand their rights and obligations.
- We work for positive social change within communities and wider society.





Our Service

- There is no time pressure - we take the time to really listen
- Everybody is welcomed and no one is judged!
- We offer a universal service ... you can ask us about any issue





What does it mean to you to have the CAB?

Honestly for me it's actually an opportunity to give back to the community in a way I can, since I have retired. A couple of people I've spoken too have been really interested to know that there hasn't been one here. They are looking forward to the opportunity to come in and ask the questions they need too.

Cathie -Mid Canterbury Volunteer

For me its almost an extension of the work I was doing at Presbyterian Support. There is so much need in the community where people want to know things, but they don't know where to go and who to ask. So I think its wonderful that we are going to have a dedicated place in Ashburton that can help people. I think its great we will be able to look up CABNET and give people options and choices. *Jackie -Mid Canterbury Volunteer*





18 years ago we saw the need for a CAB, at that time we didn't get the dots connected and I've been involved since then. We have experienced the need at Community House reception, getting people coming in and looking for advice or direction. I've been concerned with the work that we are doing that we don't make the wrong decision or give the wrong information. So I welcome the CAB, I know the umbrella they work under is absolutely wonderful and I see it as enhancing and protecting the work we do.

John Driscoll – Manager Community House Mid Canterbury





We can help with...

**Family
Matters**

**Renting
&
Flatting**

Immigration

**Sorting
out
disputes**

**Income
Support**

Employment

**Consumer
Rights**





Services we provide...

We can also help you:

- Finding a JP for witnessing documents etc
- Speak with government departments e.g. IRD, Tenancy, Immigration etc.
- Write letters
- Fill in Forms
- Find legal assistance

Inland Revenue
Te Tari Taake

IR 596
May 2006

OFFICE USE ONLY

IRD number application – non-individual

Please answer all questions and sign the declaration.

1. Print the full name of the organisation

2. Is this application for a branch? No Yes—print the IRD number of the main branch or head office then go to Question 15
(If digit numbers start in the second box: / / / / / / / / / /)

3. Tick the organisation type from the list below

Company	Partnership	Estate or trust
<input type="radio"/> Close company	<input type="radio"/> Ordinary partnership	<input type="radio"/> Complying trust
<input type="radio"/> Widely held company	<input type="radio"/> Limited partnership	<input type="radio"/> Foreign trust
<input type="radio"/> Unit trust	<input type="radio"/> Non-resident contractor	<input type="radio"/> Non-complying trust
<input type="radio"/> Cooperative	<input type="radio"/> Superannuation scheme	<input type="radio"/> Estate





Some comments from our clients

Thankyou so much you are super helpful!

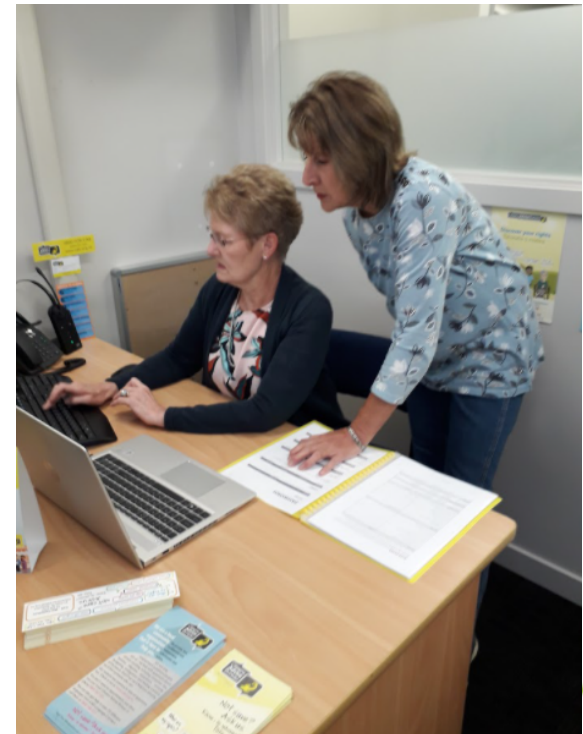
thanks again,

Thanks, This is very helpful.

Thank you for all this
information and your help.

Sourced from Mid Canterbury CAB

Clients via email





Who are we?

There are
over 2.400
of us!





Accessing our service

- Face to face, phone or email
- 10-1pm Monday – Friday
(no appointment necessary)
- Call on free phone: 0800 367 222 (no charge from cell phones)
- Chat online at www.cab.org.nz





Find us online

- Find us at www.cab.org.nz
- Online Chat
- Search our community directory of over 35,000 groups and services
- Find answers to some of our most common questions
- Join the over 1,200,000 people who used our website last year





Social Justice

- Writing up the interview
- Collating demographics
- Reporting to council or funders
- Local and national policy
- Submissions and reports
eg. Digital Exclusion Report





SO FAR.....

2nd December 2020 to 19 February 2021

Open 46 Days 10-1pm Mon-Fri

Closed 1st Tuesday Month for Training

69

Client Interviews Conducted - Count

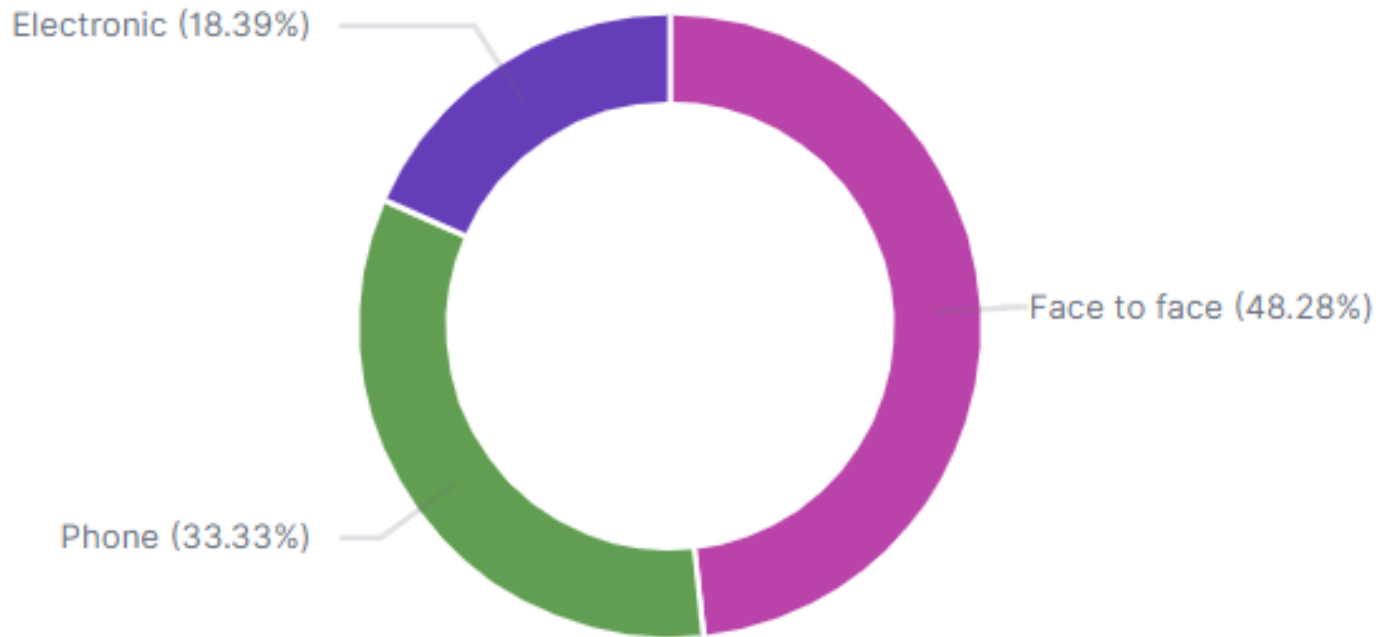
16

Quick Reference - Count





Method of Contact





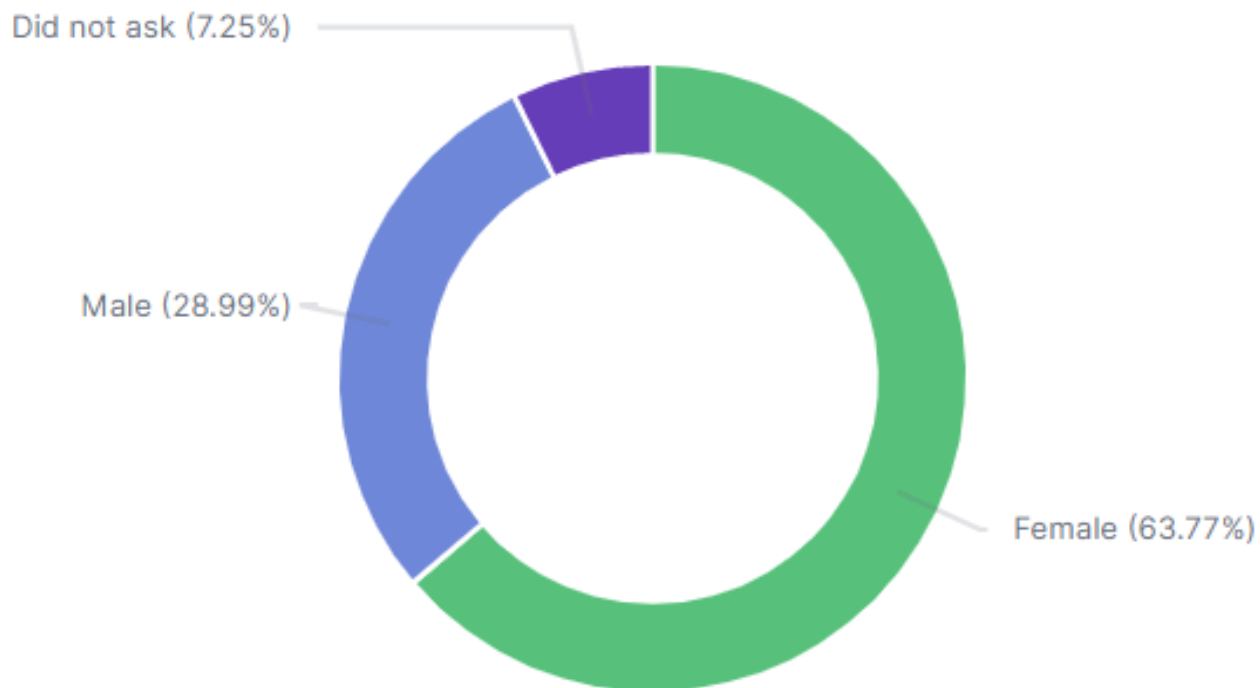
Where are clients from

Client Location ↕	Number of Client Interactions ↕
Ashburton	49
Did not ask	4
Methven	3
Rural Mid Canterbury	3
Canterbury	2
Christchurch	2
Mt Somers	2
Overseas	2
Rakaia	2



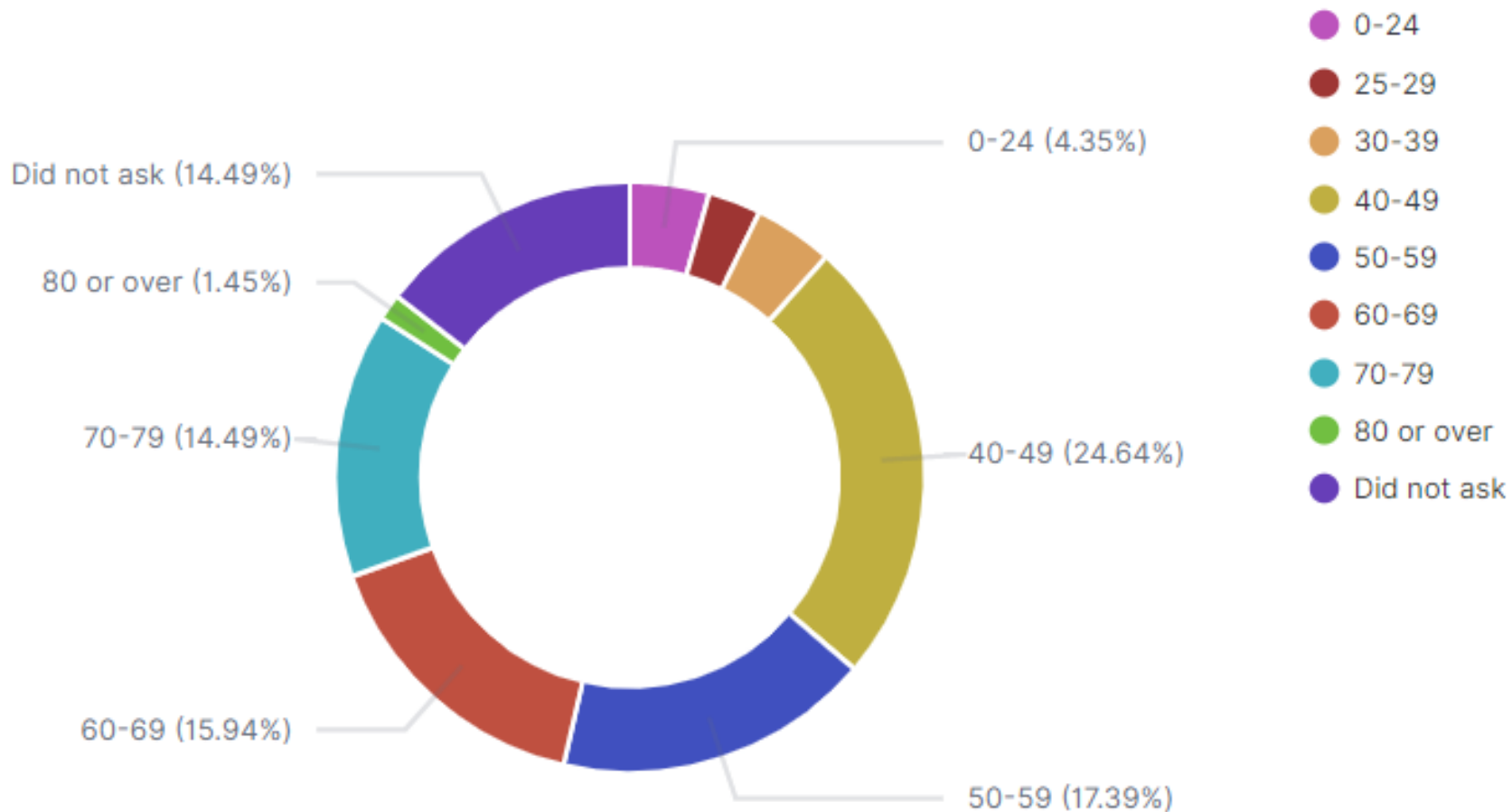


Gender



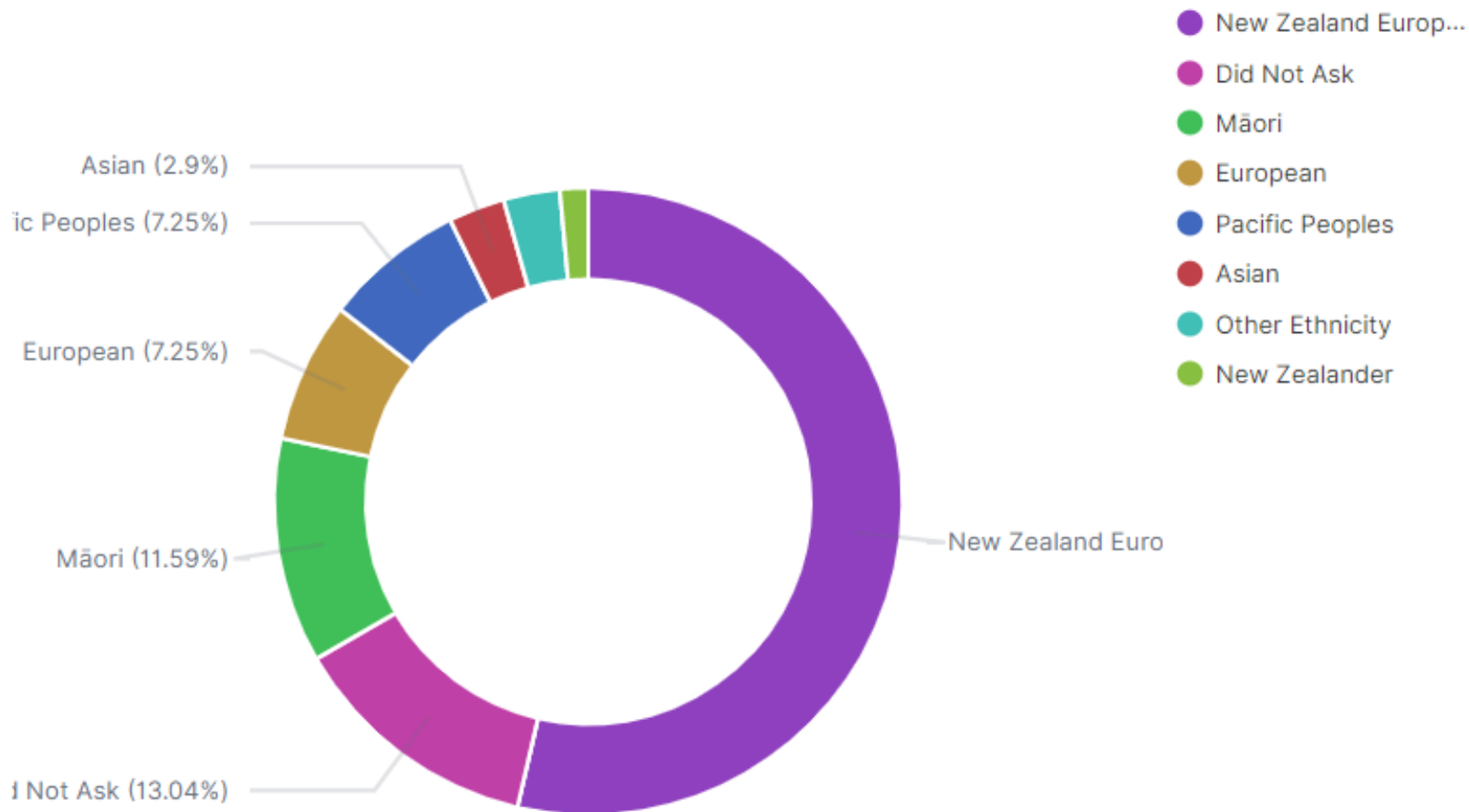


Age Profiles



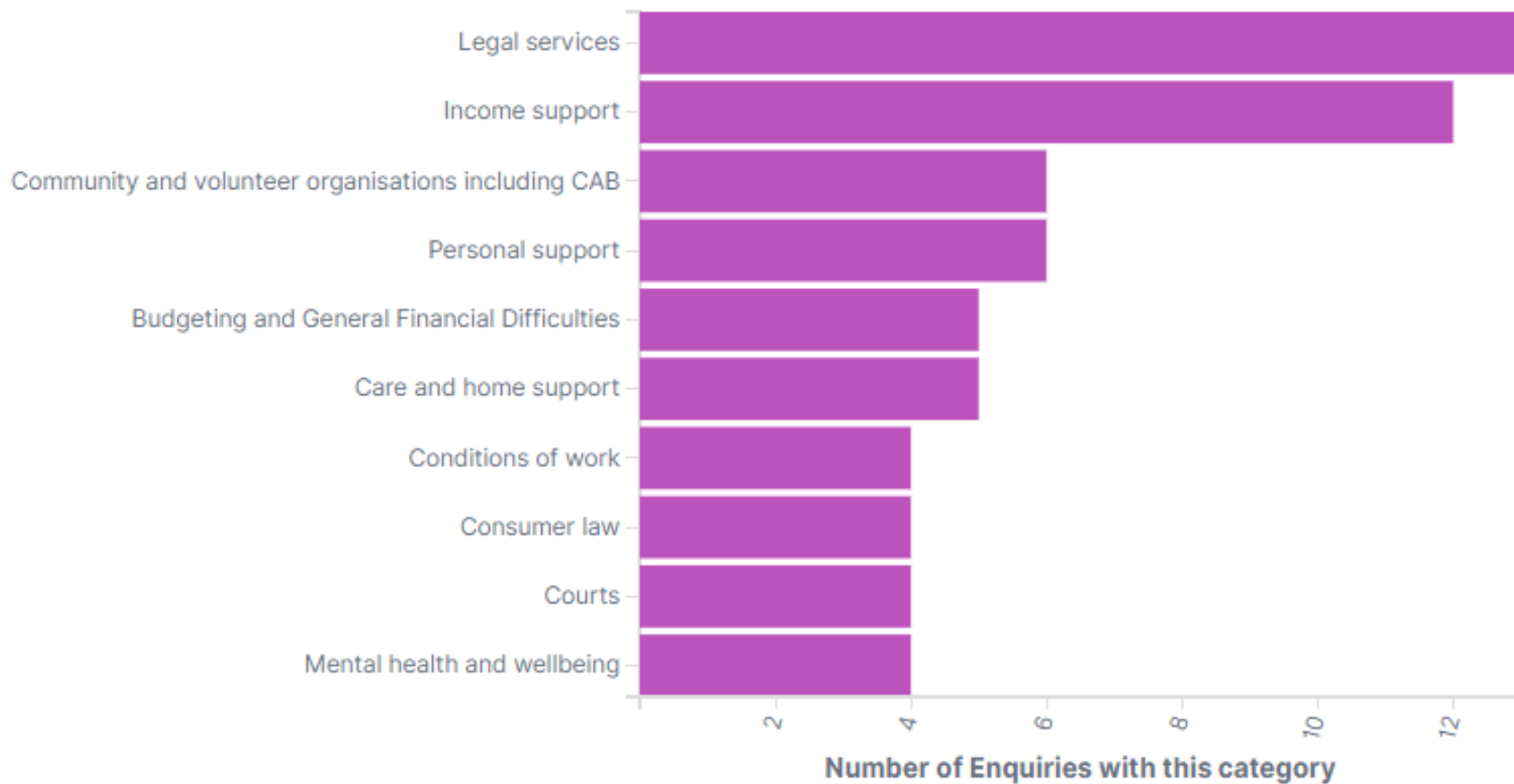


Ethnicity





Top 10 categories of enquiry



Citizens
Advice
Bureau



Lawyers

Care and support for older people

All other income support enquiries

Family Court

Legal Aid Core benefits

Community Law Centres and other free legal advice

Budgeting and debt management

Consumer Guarantees Act including complaints about goods and services

Access / custody / guardianship





Legal Aid

Community Law Centres and other free legal advice

Social support groups

All other income support enquiries

Budgeting and debt management

Care and support for older people

Consumer Guarantees Act including complaints about goods and services

Core benefits

Family Court

Lawyers

Access / custody / guardianship

Beneficiary advocacy

Employment contracts and conditions

Mental health and wellbeing support groups

Small business start up – general information

Alcohol addiction

Care and support for the disabled

Community directories

Community houses / drop-in centres / resource centres

Emergency Accommodation

Employment disputes

Food parcels and food banks

Funding for community / not for profit

General elections / referenda / political parties / electoral rolls

Housing Improvements and maintenance

Justices of the Peace

Locating missing persons

New Zealand Superannuation / Veterans' and other pensions

Personal income tax

Secondary benefits – extra help





Separation and dissolution

Service clubs e.g. Lions / Rotary

Transport services - health

Venues for hire

Wills and probate

Activities and events

Banks credit unions and friendly societies

Business courses

Buying and selling a house

Citizenship

Community education

Contraception

Counselling and other support for individuals

Debt recovery and repossession

Dentists

Disability equipment and modifications

Donations of practical items

Electricity

Family assistance / support and tax credits

Fences and boundaries

Food standards / safety / labelling

Funding for individuals

General Banking services

General immigration queries

Home and contents insurance

Immigration advisory services

Lost / abandoned property (not tenancy)

Mental health providers

Mortgages and Equity Schemes

Music / dance / drama





Needs assessments for home or residential care

Noise and nuisance

Other civic services

Other consumer law

Other domestic abuse

Other health professionals

Other special interest groups

Passports

Patient and health advocates

Police

Postal and courier services

Redundancy

Relationship property

Residential tenancy including disputes

Rest homes

Retirement villages

Shops and retail outlets

Social housing (eg state houses) incl disputes

Traffic - offences / accidents / summonses

Transport laws - regulations and licences

Trees





Support for Visitors to Ashburton

- Our service is available to everyone, locals, migrants, visitors, tourists and refugees
- New Brochure stand in Community House
- Bruce Moffat - Provided volunteer training on supporting visitors, using the website and established a weekly meeting.





Community Directory

- The existing Community Directory was available on Community House Mid Canterbury website
- Upload to CAB CABnet - *Completed*
- Digital footprint check of entries - *Completed*
- Manual Check Entry of details –volunteers call to confirm details - when correct goes live –*in progress*
- Take Directory off CHMC website and link to CAB - *TBC*
- Links on ADC website, Experience Mid Canterbury - *TBC*
- Promote to search for gaps. Who's not on there? - *TBC*
- Update regularly – *ongoing, rechecked every year*
- Promote to people to help them in their work, clients
- Promote to the community





To conclude

- In 8 months we have achieved a phenomenal amount setting up this new service.
- In 3 months of service provision we are already helping people with the information and support they need
- We are linking people to service providers already in the community who can help them
- We are already seeing the gaps in services
- We are supported by national office, 0800 number a website, 2,400 volunteers around the country that can also help the people of our community
- But we are just beginning
- So thank you for your support





- But we are just beginning
- So thank you for your time and your continued support



Citizens
Advice
Bureau



WE'RE HERE KEI KONEI MĀTOU

Face to face, by phone and online,
in a way that works for you



www.cab.org.nz
0800 FOR CAB (0800 367 222)



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Te Pou Whakawhirinaki o Aotearoa

Not sure?
ASK US.

10am-1pm Mon-Fri

Community House Mid Canterbury

44 Cass St Ashburton

03 928 8761

midcanterbury@cab.org.nz