

MID CANTERBURY CITIZENS ADVICE BUREAU
Report
Ashburton District Council
1st July 2021 to 30th June 2022



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CAB aims are to:

- Ensure that individuals do not suffer through ignorance of their rights and responsibilities, or of the services available, or through an inability to express their needs effectively.
- Exert a responsible influence on the development of social policies and services, both locally and nationally.

CAB achieves its aims in the following ways:

- Providing free, confidential, independent information and advice.
- Helping people know and understand their rights and responsibilities.
- Helping people find community services they need.
- When CAB sees that policies or laws aren't working well for people, the organisation acts as a voice for positive social change.

Chairperson's report for AGM September 6 2022

Welcome everybody to the inaugural AGM for Citizens Advice Bureau Mid Canterbury.

Thank you all for coming.

This is not a Chairpersons annual report as we have only become an independent legal entity as from July 1 2022.

Therefore all reporting has been completed by national office for the previous year.

Sarah will present a report on their behalf; the report with audited financials will be presented by CABNZ at the national AGM on November 7 in Wellington.

However I would like to thank all the volunteers, the supporters and also acknowledge the funders,

Ashburton District Council

Community Trust Mid/South Canterbury

The Lotteries Board

And the Lion Foundation

who have all supported CAB Mid Canterbury in the journey to become an independent legal entity.

We also acknowledge the support and guidance given to us by CABNZ as we have transitioned to this point.

Mention must also be made of Mike Johnson, who has supported us with employment advice and Maria Jimenez on immigration matters.

I would like to thank my fellow board members who have given their time and commitment and support to make this happen.

Tiffany McRae, Pam Kennedy, Andrea Carter, Graham Matthews and our office bearers, Nikita Begbie, treasurer, Mary Bailey, secretary. And Sarah our Coordinator.

Special thanks must go to Graham who has given us much guidance in getting set up. Now his work is done - he thinks, so is resigning from the board.

Jo Veale

Chairperson Citizens Advice Bureau Mid Canterbury

Coordinators Report

Citizens Advice Bureau Mid Canterbury CABMC

AGM 6th September 2022

As at 30 June 2022 CABMC had 19 volunteers, this included 16 Bureau Interviewers and 3 “other” volunteers. Governance of CABMC for 2021-2022 has been by the National Office of CABNZ. The volunteers provide the free, impartial and confidential service of information and support. They give their time and energy, and are committed to ongoing learning and development to keep up to date to provide our community such a valuable service. They also take on roles to support the bureau, such as peer reviewing, learning, information and fundraising.

Management of the CABMC service and its volunteers has been via a coordinator with support from National Office for Learning and Development, and financial oversight.

CABMC has gained Incorporated Society status during the year. In establishing the Incorporated Society, the board members were elected and Jo Veale, Mary Bailey, Nikita Begbie, Graham Matthews, Pam Kennedy, Andrea Carter and Tiffany McCrea have worked together to work out the requirements in order to take over the governance in the next financial year beginning 1st July 2022.

During this time, the board has also provided the structure and support to the service and the coordinator like an existing board would with any governance decisions. An example of this have been our decisions based around our service provision during COVID. Decisions needed to be made around how we operated, when we closed to face-to-face, when we returned and vaccination status all while keeping our volunteers and clients safe and maintaining volunteer wishes, within building requirements, national office policy, and lockdowns.

To the Volunteers

I would like to thank all the volunteers for everything they do to provide an incredible service to our community. Whether the enquiry has come from an individual, another service provider or another group they are all given a listening ear and kind and well-researched answer. Those answers are well supported by our community directory and CABNET.

All the volunteers need to be thanked for all the extra they do as well. For those that stayed later listening to a client long after closing time, or came in the next day to finish researching an enquiry. For those that supported the service from home or took on extra shifts. For those that joined the board, and the extra responsibilities of board positions. For the fundraising, baking, birthday cards and quiz nights. You all go the extra mile to make this a fantastic team and I love working with you.

To the Funders

I would like to thank our funders for supporting the work the volunteers do for the community. Ashburton District Council, Community Trust Mid and South Canterbury and the Lion Foundation. Without your support we could not operate.

To the supporters

Thanks to the team at Community House, Jess, Lina and Jeannette for supporting our service and all the tenants within. Thanks to all the services and organisations that have supported us with information and training. In particular Geeks on Wheels for the support with the tech clinic, Maria Jimenez with the immigration clinic and Mike Johnson with employment and HR, providing such valuable support to both our volunteers and to clients.

To National Office

We have been well supported by National office in particular Sandra Jones and other managers of CABS around the country. Their support has been so helpful in managing the service.

Direct person-to-person provision of information and advice.

		2021-2022	2020-2021
Phone	Client Interview	159	63
	Quick Reference	122	73
	Other	5	-
	<i>Total Phone</i>	286	136
Face to Face	Client Interview	145	129
	Quick Reference	62	34
	Other	3	-
	<i>Total Face to Face</i>	210	163
Email and Messenger	Client Interview	78	29
	Quick Reference	27	8
	Other	3	-
	<i>Total Electronic</i>	108	37
Other			
	<i>Total Other</i>	7	3
	Total	611	339
Clinics	Immigration	5	0
	Tech Support	32	30
	<i>Total Clinics</i>	37	30
Total of All clients		648	369

When comparing the years note 20-21 we were only open for 7 months Dec-June. While our numbers have increased, nationally numbers are down.

Sarah Clifford
Coordinator

Citizens Advice Bureau Mid Canterbury

Revenue and Expenses under CABNZ's legal structure

	2022	2022	2022	2021
	Total funding received	Less unspent transferred to 2022-2023	Full year	Part year
	\$	\$	\$	\$
Revenue				
Ashburton District Council	15,000	(254)	14,746	-
Community Trust of Mid and South Canterbury *	8,000	-	8,000	-
NZ Lottery Grants Board	5,000	-	5,000	5,000
Lion Foundation	10,551	-	10,551	-
Sundry	7,800	(7,800)	-	-
CHMC – transfer of unused funding *	9,280	-	9,280	32,908
Total revenue	55,631	(8,054)	47,577	37,908
Expenses				
Salaries and other employee costs			39,967	26,986
Computer			144	1,670
Contracting			-	1,352
Office administration other			1,245	1,512
Publicity, branding and resources			505	1,507
Premises			5,322	2,569
Training			394	2,312
Total expenses			47,577	37,908

*includes unspent funding at 30 June 2021 transferred to the 2021-2022 year (Community Trust of Mid & South Canterbury \$8,000 and CHMC \$9,280)

The above statement includes all revenue received and expenditure made by CABNZ on behalf of CAB Mid Canterbury since taking over the legal structure and governance role 1 November 2020.

Prior to 1 November 2020, Community House Mid Canterbury Charitable Trust (CHMC) was providing the legal structure and governance role for CAB Mid Canterbury. From 1 July 2020 to 31 October 2020 CHMC received funding for the establishment of operations of CAB Mid Canterbury. This funding was used for establishment costs of the CAB service in the Mid Canterbury community. This revenue and expenditure is not included in the part 2021 year figures. The unspent funding was transferred to CABNZ.

CAB Mid Canterbury became a stand-alone legal entity with its own governance as from 1 July 2022. Any funding unspent at 30 June 2022 is held on behalf of CAB Mid Canterbury and will be transferred to the new legal entity.

SERVICE DEVELOPMENT: 2022-2023

- Ongoing learning, development training and retention of existing volunteers
- Recruitment, vetting and training of additional volunteers, in order to increase opening hours and build capacity
- Development and expansion of volunteer teams e.g. Learning and Development Team, Community Directory Team, Resources Team, Mentors Team, Peer Review Team, Funding Team.
- Extending hours of opening, where able for example early evenings, to make the service more accessible to those who work or study during the day.
- Providing additional CAB services based on identified need. For example, Legal Clinics or workshops such as employment issues, workplace bullying, tenancy issues, scams and consumer issues.
- Promote the service to the Mid Canterbury community.
 - Promote to businesses, community groups, support workers and professionals about how the website and the community directory can help them in their work and for their clients.
 - Promote the service to individuals, how to use the service in a way that works for them. Paying attention to both social media avenues and also engaging with those who are experiencing digital exclusion.
- Informing interested agencies about key issues/requests coming to the Mid Canterbury CAB service, which may demonstrate gaps/needs for services or programmes in the District.
- Continued and ongoing development and liaison with Bruce Moffat -Experience Mid Canterbury to provide accurate and up-to-date information to visitors to Mid Canterbury.
- Securing funding towards annual operational costs
- Continued ongoing updating and expansion of the Community Directory.
- Awareness Week and Project support eg Scam awareness project with Safer Mid Canterbury and Neighbourhood Support.
- Board development, strategic planning, principles review, ensuring quality service
- Helping Hands booklet



Membership Principles *Ngā Mātāpono Mematanga*

1. Accessibility

Wāteatanga

Bureaux are accessible to all and free of charge.

2. Accountability

Noho Haepapa

Bureaux are accountable to the community they serve, to their members, and to CABNZ.

3. Client Empowerment

Whakamana Kiritaki

Bureaux services are provided in such a way that clients are encouraged to consider options, make decisions, and wherever possible take action on their own behalf.

4. Confidentiality and Privacy

Matatapu Me Te Tūmataiti

Bureau preserve the privacy of client's contact with the bureau and their personal details are kept confidential at all times.

5. Competent Governance and Management of a Bureau

He Mātau, He Tika Te Ārahi Me Te Whakahaere i Tētahi Pou Whakawhirinaki

Bureaux operate in such a manner as to make best use of all resources available to support CAB members in the provision of effective services to clients.

6. Effective Service Provision

He Tōtika Te Tuku Ratonga

Bureaux offer an information, advice and support service to individuals. Clients are listened to with respect and equipped with the information and options that fit their individual need. Bureaux contribute to positive social change at a local and national level as a result of the issues identified.

7. Independence

He Motuhake

Bureaux maintain their status, and public perception of them, as independent organisations.

8. Learning and Development

Te Akoranga Me Te Whanaketanga

Bureaux are committed to a continuous process of learning and development.

9. Universal Service

He Ratonga Whānui

Bureaux provide a service where all people are able to receive assistance on any topic, with respect.

10. Valuing and Supporting Our People

Te Uara Me Te Tautoko I Ā Tātau Tāngata

Bureaux recognise and support the valuable and essential contribution of their volunteers and staff to the delivery of their service.