

MID CANTERBURY CITIZENS ADVICE BUREAU:
6 Monthly Report
Ashburton District Council
Opening 2nd December 2020 to 30th June 2021



CONTENTS

Executive Summary.....	3
Background.....	4
What is the Citizens Advice Bureau service all about?	
Establishing a CAB service for Mid Canterbury:	
Key Achievements 2020-2021.....	5
Governance and Management	6
Service Development 2021-2022.....	6
Client enquiries.....	8
Client Profile	11
Our Volunteers.....	13
Digital Exclusion.....	14
Clinics	15
- Tech Clinic	
- Immigration Clinic	
Appendices.....	13-14
- Profit and Loss	
- Presentations and Collaborations	

Photo previous page CAB MID CANTERBURY –Footpath Sign Now Open

CAB -Citizens Advice Bureau

CABNZ -Citizens Advice Bureau New Zealand

EXECUTIVE SUMMARY

- Access to information “empowers people to solve problems, understand their rights, access services and enhance their personal and community wellbeing”¹.
- A big thanks to the council for contributing towards operational costs for the 2021-2022 financial year to assist the Mid Canterbury CAB service to establish itself over this year.
- And an even bigger thanks to the Council for incorporating Mid Canterbury CAB into the Ashburton District Long Term Plan.
- The Mid Canterbury CAB service opened on 2nd December, 2020, with a part-time Co-ordinator; 15 volunteers in place and offices located at Community House Mid Canterbury and the Ashburton Community Directory uploaded onto the CAB national website/database.
- This new service is already playing a vital role helping the residents, newcomers, migrants and tourists of Mid Canterbury to navigate issues around their rights and responsibilities and to access the services and community information they need, particularly in times of hardship or emergency.
- CAB National Office is providing oversight and support of this project until volunteers have gained the required competencies which will enable them to establish an independent board.
- The Mid Canterbury CAB service is still in its establishment phase and we are already starting to see strong data coming through that is demonstrating the need and breadth of the services that people are seeking assistance with. This should provide funders with the confidence that the establishment of this service has been well received and that it is already in a position to provide support and highly sought after guidance and information to enhance the knowledge and wellbeing of residents and visitors to our community.

¹ PricewaterhouseCoopers, Citizens Advice Bureau Wellington Service Review, December 2018

BACKGROUND

What is the Citizens Advice Bureau (CAB) service all about?

With its focus on quality, up to date information and advice, the CAB is the foremost information service in New Zealand, with more than 2,500 volunteers in 83 locations around the country. The CAB volunteers are supported by a comprehensive national database of information and rigorous health and safety policies and training.

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.

CAB service model:

The essence of the Citizens Advice service is about promoting knowledge and understanding and providing people with the confidence and support that will enable them to influence the things that affect them. Below is a summary diagram of the CAB service model. The CAB service is delivered by trained and accredited volunteer bureau interviewers.

CAB Website (www.cab.org.nz)



The CAB website provides an accessible, mobile-friendly, knowledge base of approximately 2,000 questions and answers that are based in real issues confronted by clients. This is available to everyone, both CAB volunteers and the public.

The information on the “Your Rights” pages is grounded in the law but expressed in a way that’s practical and easy to understand, and includes links to relevant websites.

The website also provides a Community Directory of over 37,000 community organisations which people can search to find information and services close to them.

The Community Directory now includes the listings from the Ashburton Community Directory.

ESTABLISHING A MID CANTERBURY CAB SERVICE: KEY ACHIEVEMENTS 2020-2021

The Business Case presented to the Council in 2020 identified the need to significantly improve the quality of Mid Canterbury community information (for example, community safety (keeping ourselves and our families safe), health and social services, community activities such as recreation and sports groups and service clubs) and to widely promote this to the community.

Establishment funding was generously provided by the Council from its 2019-2020 budget to allow for the initial establishment of a CAB service, based at the Community House Mid Canterbury.

Key Achievements to date have been:

- Appointment of a part-time Co-ordinator in July, 2020.
- The Co-ordinator has undertaken in-depth training with the CAB National Office, as well as making professional links with the Timaru, North Canterbury and Christchurch offices.
- Policies and procedures were adapted for use by the Mid Canterbury service, the office space set up and office and training equipment and resources purchased.
- Fifteen volunteers were recruited (without any advertising, such was the interest by local people in becoming a CAB volunteer) and they have completed on average 100 hours each and continue to undergo rigorous training. This has included induction training, probation training, individual training, monthly group training, observing other bureaux, observing our bureau, online, webinars and zoom. Topics include CAB aims and ethics, customer service and establishing a rapport, identifying client needs, how to access and research the vast quality information resources held by the CAB at both a national and local level, health and safety training, consumer issues, housing, financial difficulties, dealing with challenging behaviour from clients, how to give guidance support and information to visitors, suicide prevention, refugee and migrant awareness and support training, local services presentations.
- The Mid Canterbury CAB opened on Wednesday 2nd December, 2020.
- The current pool of volunteers are incredibly competent and community minded. We have former nurses, social workers, people who have worked for the Ministry of Justice, law firms, business owners, managers of Social Services, police education and iwi liaison, school teachers, budget advisers, health promoters and teachers. The volunteers have a range of valuable skills to contribute to the community, strong corporate, volunteering, board and governance experience computer skills, advocacy and dispute resolution.
- Volunteers are on duty and available to provide services Monday – Friday 10-1pm. Two volunteers are on duty at a time, sometimes with a third volunteer in training. The people of Mid Canterbury can still access support through the website, online chat and the 0800 number when the CAB is not open.
- As volunteers gain knowledge and experience in addition to weekly duty volunteers are also stepping into roles like peer reviewing (checking other volunteer's client interview and write-up), information management, Community Directory admin and brochures.

Mid Canterbury CAB Governance and Management

All CABs are required to be an Incorporated Society and a member of CABNZ. Members of the Incorporated Society are drawn from volunteer interviewers. A new CAB needs to be approved for membership of CABNZ by the CABNZ National Board. When establishing the Mid Canterbury service, it was decided that it would come under the legal structure of CABNZ, until it was sufficiently established to become its own Incorporated Society and apply for membership of CABNZ. A Steering Group consisting of the Community House Manager (and subsequently a Board member), a Council representative, the Safe Communities Co-ordinator and CAB National Office staff was established to oversee the project under the umbrella of the Community House Mid Canterbury. In November, 2020, CAB National Office, which was already providing the legal structure for the Mid Canterbury CAB, assumed responsibility for employment and financial matters, including seeking funding towards the operation of the service.

SERVICE DEVELOPMENT: 2021-2022

With the opening of the Mid Canterbury CAB service in December 2020, there is opportunity over 2021-2022 to strengthen our service to be well established, grow and develop the service for the people of Mid Canterbury.

Our primary focuses will be:

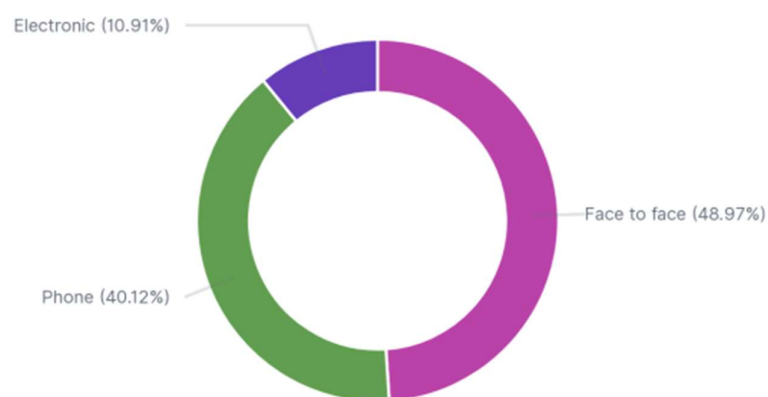
- Ongoing learning, development training and retention of existing volunteers
- Recruitment, vetting and training of additional volunteers, in order to increase opening hours and build capacity
- Development and expansion of volunteer teams e.g. Learning and Development Team, Community Directory Team, Resources Team, Mentors Team, Peer Review Team, Funding Team.
- Reviewing and extending hours of opening, 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, clinics to help with filling out forms, letter writing or CVs, Legal Clinics or workshops such as employment issues, workplace bullying, tenancy issues, scams and consumer issues.
- Development of Ashburton-specific resources and directories, both online and paper versions where appropriate
- 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 and government departments 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.
- Examining the need for any “satellite” CAB service in other parts of the District
- Seeking funding towards annual operational costs
- Developing a legal structure so that the Mid Canterbury CAB can become a full CAB service with its own governance
- Continued updating and expansion of the Community Directory.

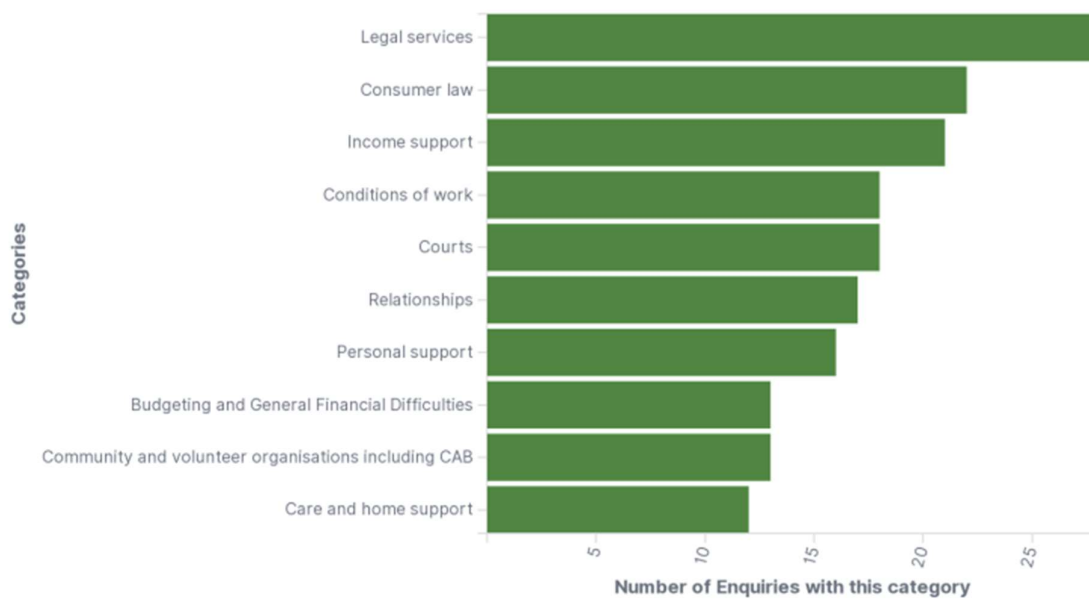
CLIENT ENQUIRIES

	2 nd December -30 th June 2021
Total CAB Services	339
Client Interviews	221
Face to face	129
Phone	63
Electronic	29
Quick reference	118
Signposting	107
Gave a form/brochure	8
Number of Clients Attending Clinics	30
Tech Clinic	30
Immigration Clinic	-

Method of Contact



Top 10 Categories



Counselling and other support for individuals

Employment contracts and conditions

Employment disputes

Care and support for older people

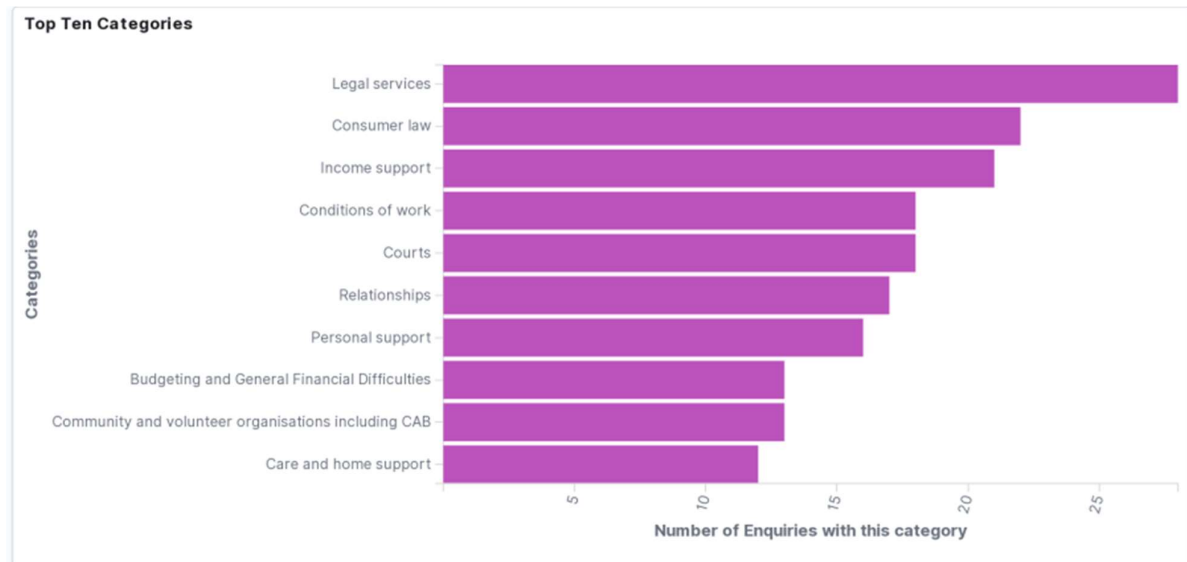
Budgeting and debt management

Lawyers

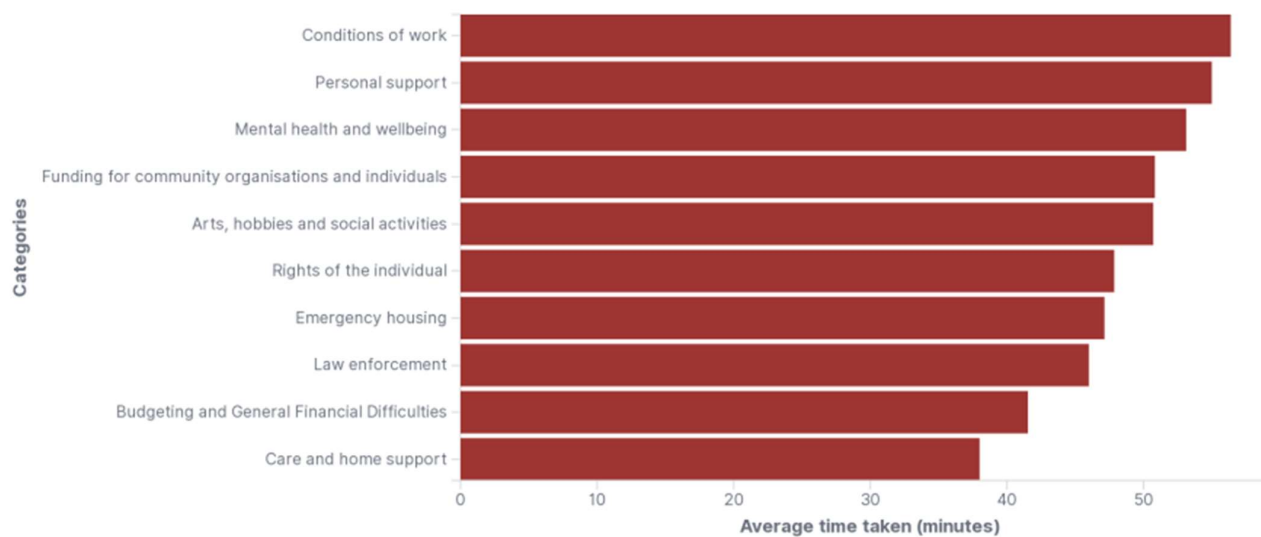
Access / custody / guardianship

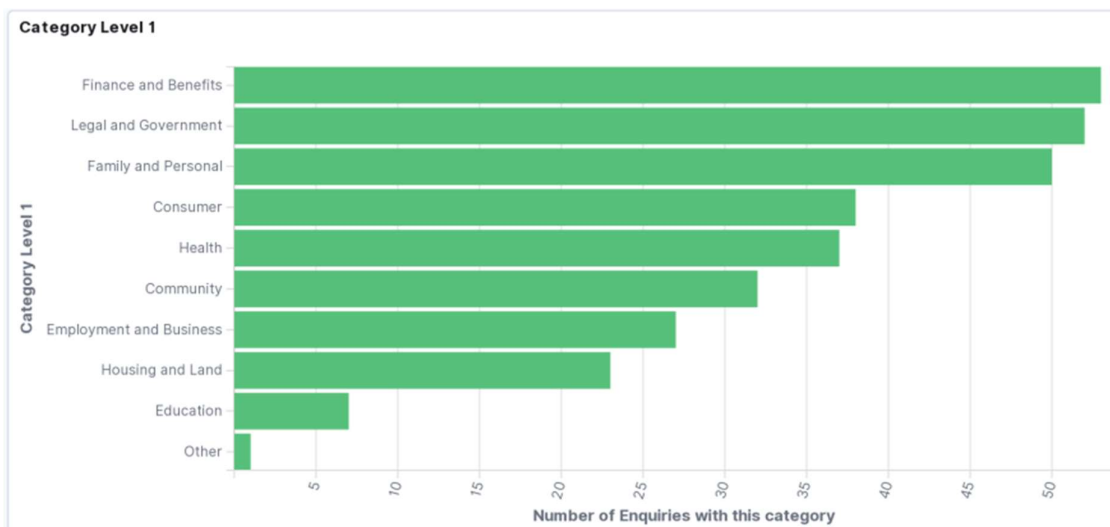
Community Law Centres and other free legal advice

Community directories



Top 10 Categories by Average Time Taken





Category Level 3

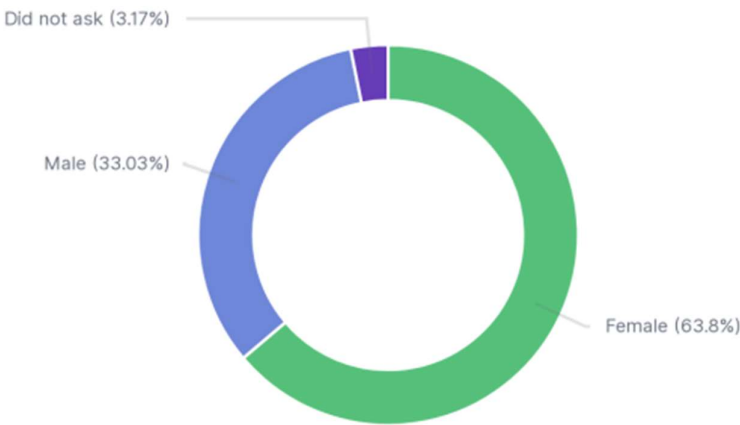
Category Level 3	Number of Enquiries with this category
Consumer Guarantees Act including complaints about goods and services	18
Community Law Centres and other free legal advice	14
Lawyers	13
Employment contracts and conditions	12
Budgeting and debt management	10
Care and support for older people	9
Counselling and other support for individuals	9
Employment disputes	9
Access / custody / guardianship	8
Core benefits	8
Family Court	8
Residential tenancy including disputes	8
Community directories	7
Disputes Tribunals not covered elsewhere	7
Emergency Accommodation	7

CLIENT PROFILE

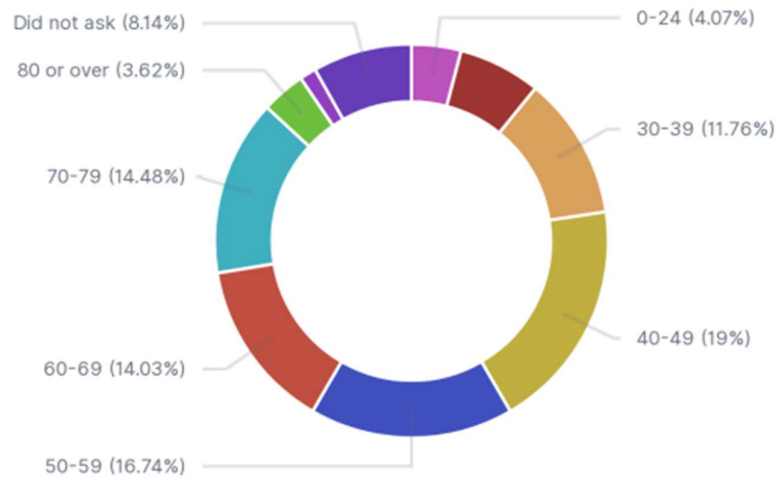
Top 10 Client Localities (Client Interviews)

Client Location ↕	Number of Client Interactions ↕
Ashburton	166
Methven	9
Rakaia	9
Rural Mid Canterbury	9
Canterbury	8
Did not ask	4
Mt Somers	4
Auckland	2
Christchurch	2
Declined to answer	2

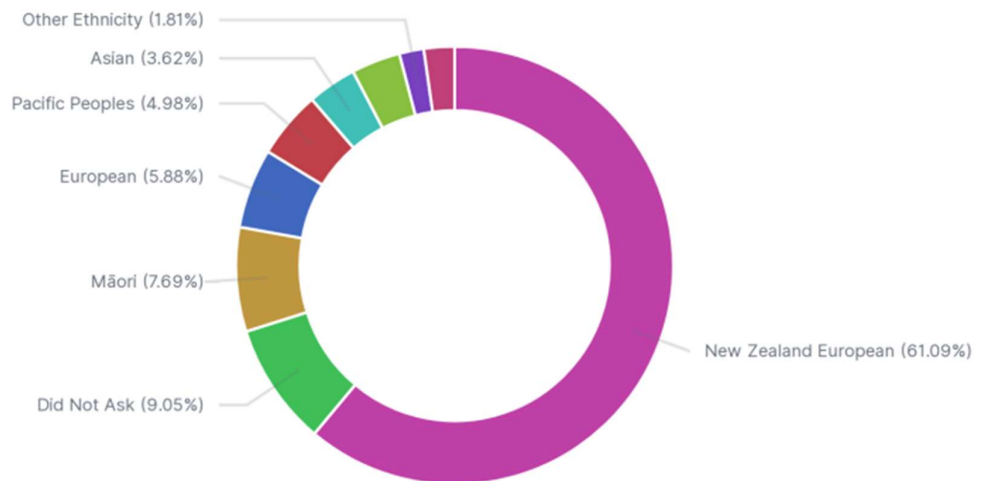
Client Gender



Client Age Groups



Client Summary Ethnicity



OUR VOLUNTEERS



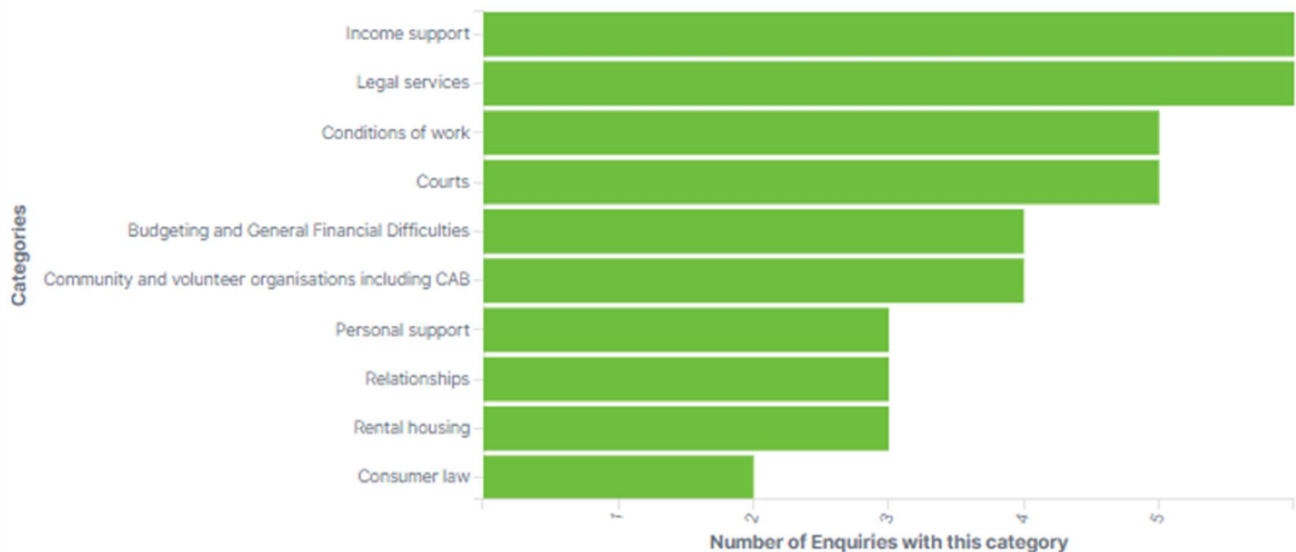
DIGITAL EXCLUSION

Nationally CABNZ has been doing lots of work advocating and discussing with other services, government agencies and the like around the effects and impacts of people experiencing digital exclusion. In particular, with services moving online. <https://www.cab.org.nz/what-we-do/digital-exclusion-campaign/>

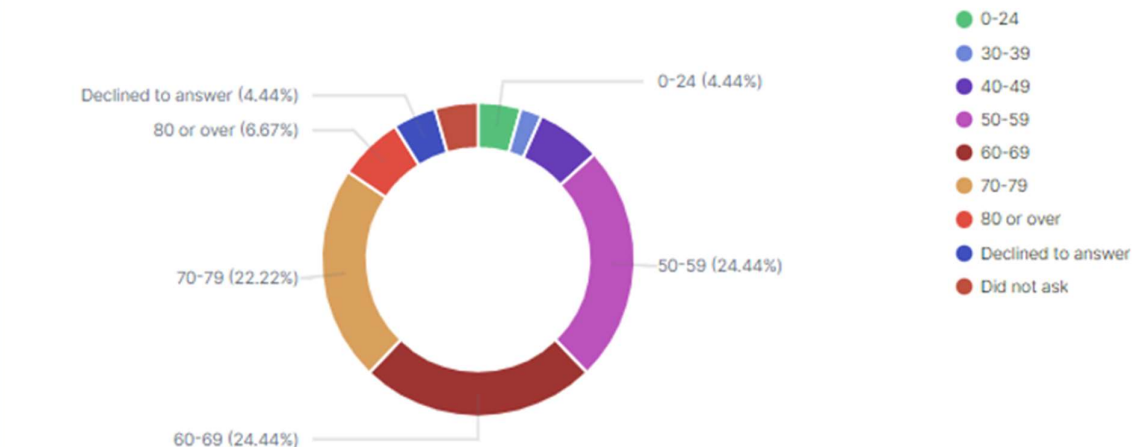
Over the period, 2nd Dec – 30 June, just over 20%, **46 of the 221 client interviews** identified as having issues with digital exclusion.

These ranged from lack of literacy skills, lack of computer skills, lack of confidence, fear of doing something wrong. Many lack access to printers, scanners, emails, etc. to fill in documents and sign and scan. A lot more people have smart phones but are not confident in them. Also people were affected by living rurally, and occasionally a few had no computer or cell phone, which makes it very hard to complete forms online as they often require these to identify a person. Having disabilities also featured in our data, the need for information in larger print or pictures to understand, or those have hearing difficulties and not being able to access the phone support to assist.

Digital Exclusion: Top 10 Categories



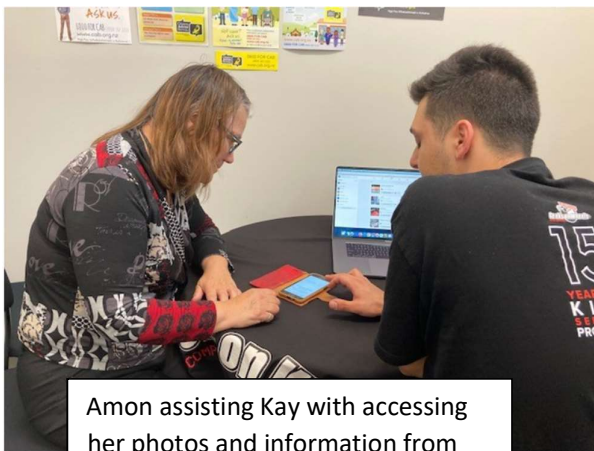
Digital Exclusion Age Groups



CLINICS

TECH CLINICS

In April we started hosting a weekly **Tech Clinic** in partnership with Geeks on Wheels. It is a free drop in clinic every Friday 1-3pm. In support of this we have developed an information flyer on existing Mid Canterbury services that may help someone requiring more learning e.g. a course with Ashburton Learning Centre Senior Net or Ashburton Public Library.



Amon assisting Kay with accessing her photos and information from phone to laptop.

A flyer for 'Geeks on Wheels' with a black background. At the top, in large red letters, is 'GET FREE HELP WITH YOUR TECH!'. Below this, in white text, is 'FRIDAY'S, 1PM-3PM, COMMUNITY HOUSE, 44 CASS STREET, ASHBURTON'. A smiling man with a beard, wearing a black polo shirt with 'Geeks on Wheels' on it, is shown from the chest up. To his right, there are three red checkmarks in circles, each followed by a red heading: 'GET ADVICE.', 'GET EDUCATED.', and 'GET SORTED.'. Below these are several services listed in white: 'PC & Laptops', 'Smartphones', 'Emails', 'Internet & WiFi', 'Computer Upgrades', 'File Recovery', 'Viruses & Security', and 'Backup & Storage'. At the bottom right, it says '...& More!'. Logos for 'community house', 'Geeks on Wheels', and 'Citizens Advice Bureau' are at the bottom.



A que forming with laptop bags in hand, ready to see Reuben. Could be advice on what antivirus software to buy or how to access phone contacts, or Reuben is this a scam?



Reuben from Geeks on Wheels shows Jim Hardy (90 years) how to set up his new smart phone.

IMMIGRATION CLINIC

In June CAB Mid Canterbury started a free immigration drop in clinic. Held on the first Friday of the month 12-2pm. Only licensed immigration advisers can give advice on immigration. CABs however, have an exemption and volunteers are allowed to give information and advice. This clinic operates at the same time as the JP service in Community House, so if documents need to be signed they can do this at the same time. It is a great expansion of our service and also provides additional information and support for our volunteers and the community.



Maria Jimenez licensed immigration adviser from Jimenez Immigration.

APPENDICIES

Created: 2/08/2021 11:52 a.m.

Citizens Advice Bureaux New Zealand Inc

PO Box 24249

Wellington 6142

Job Profit & Loss Statement

July 2020 To June 2021

Company Reg. No: 224473

Email: sandra@cab.org.nz

Account Name	Year To Date Account No.	
MIDCAN	CAB Mid Canterbury	
Other Income		
Local Council	\$24,407.60	8-1010
NZ Lottery Grants Board	\$5,000.00	8-1020
Grants Other	\$8,500.00	8-1080
Total Other Income	\$37,907.60	
Other Expense		
ACC Levies	\$32.20	9-1050
Salaries	\$26,260.68	9-1080
Kiwisaver Employer	\$724.77	9-1095
Employment Other	\$345.90	9-1160
Computer Expenses	\$1,670.50	9-2050
Contracting expenses	\$1,352.00	9-2060
Insurance	\$107.53	9-2090
Office Expenses	\$10.68	9-2110
Photocopying	\$73.04	9-2120
Printing & Stationery	\$276.22	9-2150
Publicity & Promotion	\$1,506.78	9-2170
Rent	\$2,568.52	9-2180
Subscriptions	\$25.00	9-2211
Telephone Expenses	\$180.00	9-2230
Training	\$2,312.43	9-2235
Travel	\$461.35	9-2259
Total Other Expense	\$37,907.60	
Net Profit/(Loss)	\$0.00	

Presentations and Collaborations

The below organisations are groups that we have liaised with/provided information to and presented data too to show issues, gaps and trends.

Attend regular meetings and present data

Safe Communities Ashburton District Steering Group

Community Network Meeting –

Caring for Communities Welfare Recovery

Social and Emergency Housing Group - Providing data insights

Presentations to organisations we have liaised with to develop the CAB service to the Mid Canterbury Community.

ADC- customer services staff meeting

Energy Advocacy – Jessica Harris EA – Promoting electricity savings

ADC -Clare Harden –Community Directory –Halls and reserve boards

ADC -Rueben Garcia –Website Community Directory links

Bruce Moffat –Tourism promotion, brochures

Ashburton Library – Jane Riach – presentation to staff on CAB website and CD

Report to Council

Presbyterian Support –

Tenants meeting

Presentation Tinwald Branch Red Cross

Provincial Rural Women's –CAB Presentation

Presbyterian Hakatere Ladies Group – Presentation

Hospice – Presentation

Refugee Steering Committee -ADC

Trainings attended by coordinator and or volunteers

Red Cross Training Working Cross Culturally

Car Seat safety and Education

IRD training

Collaborations

Civil Defense – Support we can provide

LGBTQIA Hui support

Pacifica Meetings -Janice McKay

Timaru CAB

Community Trust Mid and South Canterbury

ANZCO – promoting CAB

Salvation Army – Manager and Driving Mentors

CAB South Island Managers network

Media -Rakaia News – Kristin Phil Hooper -Radio The Guardian The Courier –Mick Jensen

Community and Public Health

Welcoming Plan –ADC

Refugee Stakeholders Meeting –Safer Mid Canterbury

Community Law Canterbury –Jane

Migrant Support

Volunteer Mid Canterbury

Hakatere Marae

Anglican Advocacy

Budget Advice

MSD

