

MID CANTERBURY CITIZENS ADVICE BUREAU

Report to Ashburton District Council

February 2026

1st July 2025 to 31st Dec 2025



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*Abbreviations- CAB -Citizens Advice Bureau CABMC -Citizens Advice Bureau Mid Canterbury,
CABNZ -Citizens Advice Bureau New Zealand*

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

		Last 6 months	Same period previous year	Last Financial Year				
			6 months 1 July 2023 31 st Dec 2024	1 July 2024-30 June 2025	2023-2024	2022-2023	2021-2022	2020-2021
Phone	Client Interview Quick Reference Other	88 49 4	67 58 4	158 122 5	192 130 8	213 84 7	159 122 5	63 73 -
	<i>Total Phone</i>	141	129	285	330	304	286	136
Face to Face	Client Interview Quick Reference Other	185 59 2	139 39 2	309 141 9	253 65 7	246 50 4	145 62 3	129 34 -
	<i>Total Face to Face</i>	246	180	459	325	300	210	163
Email and Messenger	Client Interview Quick Reference Other	35 9 2	18 3 2	56 13 4	68 18 3	81 11 9	78 27 3	29 8 -
	<i>Total Electronic</i>	44	23	73	89	101	108	37
Other		3	7		10			
	<i>Total Other</i>	3	7	7	10	8	7	3
	Total	434	339	835	758	713	611	339
Clinics	Immigration Tech Support Incorporated Societies IRD Business Budgeting	5 - - - 20 0 101	2 - - - 31 7 0	5 - - - 46 7 17	10 37 51	3 1	5 32	0 30
	<i>Total Clinics</i>	126	37	75	98	4	37	30
Total All Clients		560	379	910	856	717	648	369

Quick Reference Breakdown Last 6 months

Connected to language Support	0
Gave a from	4
Sign Posting	114

Profit and Loss

Citizen's Advice Bureau Mid Canterbury For the 6 months ended 31 December 2025

JUL-DEC 2025

Trading Income

Ashburton District Council	16,015.00
Braided Rivers Trust (ATL)	3,500.00
COGS	8,000.00
Community Trust Mid/South Canterbury	5,000.00
Donations	17,000.00
Interest Income	119.24
Total Trading Income	49,634.24

Gross Profit

Operating Expenses

ACC	105.92
AGM Expenses	476.79
Budget Service - Stationary and Supplies	17.39
Consulting & Accounting / Accountant	725.00
Entertainment	624.45
General Expenses	181.63
Insurance	182.10
Payroll Fees	240.50
Printing, Photocopying	459.87
Rent	3,732.42
Stationary/Office Expenses	409.93
Subscriptions	645.59
Telephone, Tolls & Internet	354.80
Training	388.77
Wages / Salaries	23,197.24
Total Operating Expenses	31,742.40

Net Profit

17,891.84



Operating costs budget

Citizens Advice Bureau Mid Canterbury Inc.

1 July 2025 - 31 December 2025

Income Source	Budgeted amount	
Ashburton District Council	16,015.00	Confirmed - received July 2025
COGS Grant	8,000.00	Confirmed - received July 2025
EA Networks Wellbeing Fund	10,000.00	Confirmed - received Dec 2025
Community Trust Mid & South Canterbury (year 2 of 3)	5,000.00	Confirmed - received Dec 2025
Braided Rivers Trust	3,500.00	Confirmed - received Sept 2025
Donations (The Networkers)	7,000.00	Confirmed - received Nov 2025
Interest Income	250.00	
TOTAL INCOME	\$49,765.00	
EXPENDITURE	Budgeted amount	
ACC	120.00	
Advertising + Promotion	1,200.00	
Bank Fees	1.00	
Consulting and Accounting/Auditor	800.00	
General Expenses	400.00	
Insurance	200.00	
Printing + Photocopying	350.00	
Rent + Room hire	3,930.00	
Repairs + Maintenance	200.00	
Resources	600.00	
Stationary + Office Expenses	600.00	
Subscriptions (Xero, IT services, payroll)	750.00	
Telephone + Internet	450.00	
Training	600.00	
Travel	500.00	
Wages	22,250.00	
Additional Costs for Older Persons Booklet	2,000.00	
New Budgeting Service Costs* (see over page)	2,806.98	
Additional costs - EA Networks Wellbeing	9,000.00	
TOTAL EXPENDITURE	46,637.98	
Operational Surplus/Deficit	\$3,127.02	

SERVICE DEVELOPMENT: 2026

- 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.
- Providing additional CAB services based on identified need.
 - Clinics Current
 - Immigration
 - IRD
 - Business
 - Budgeting
 - Clinics in Development for 2026
 - KiwiSaver
- 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 or identifying gaps/needs for services or programmes in the Ashburton District.
- Collaboration with other agencies on events and projects
- Securing ongoing funding towards annual operational costs
- Continued ongoing updating and expansion of the Community Directory. Creation of part time role.
- CAB Awareness Week March
- Need Help booklet. Resource for people that need help, with organisations that can provide help for free and contact information. 2025/2026 version available
- Satellite Service –Ashburton Library 5.30-7.30pm Wednesdays

SUPPORT FOR CAB SERVICE 2026

The Citizens Advice Bureau Mid Canterbury Board, staff, volunteers and community would like to thank the Ashburton District Council for their ongoing financial support.

Citizens Advice Bureau Mid Canterbury operates thanks to the generous support from the following funders for 2025/2026.



Lottery Grants Board
Te Puna Tahua
LOTTO FUNDS FOR YOUR COMMUNITY





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 Tūmataitī

Bureaux 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.