

MID CANTERBURY CITIZENS ADVICE BUREAU
6 Monthly Report
Ashburton District Council
1st July 2021 to 31st December 2021



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Photo previous page CAB MID CANTERBURY –Footpath Sign Now Open Outside Community House

Abbreviations- 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.
- This 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. CAB Mid Canterbury incoming board is working towards take over 1st July 2022.
- 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.
- 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.
- The request for information The major requests over the last 6 months requiring us to compile contact lists and information about what’s available in Mid Canterbury has been.
 - Accommodation (rental and/or emergency)
 - Mental Health Support
 - Driving lessons
 - Parenting Support

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 includes listings from the Ashburton Community.

KEY ACHIEVEMENTS

- Providing support to other Bureaus around the country answering National 0800 calls on a roster. Other bureaus that were closed due to COVID could not provide a service.
- Pilot Project for a new more user friendly website based on the Community Directory. The Map feature will be particularly useful. A great example of this is someone wanting to hire a hall for an event. This is not intended to replace CABNET for volunteers as there is more detail and CAB Only data on our site but the information is entered once on our site then updates both.
- Acknowledgement and recognition of the service and importance of CAB Mid Canterbury in the community. Invited to be part of the Refugee Settlement Group and Family Violence Reestablished Network -Safe Families.
- Presentation on establishing CAB Mid Canterbury at the CABNZ –National AGM
- Guest speaker/presenter at North Canterbury CAB
- Presentation on CAB Mid Canterbury on Pacific Days Radio Show with Brian Sagala
- Excellent Mystery Client Survey Results 97% 96% 86%
This client experience assesses us on the quality of our service, Beginning the Call, Active Listening, Research and Information, Farewell and Overall Experience.
- Volunteer Accreditation, 13 volunteers completed requirements needed to become accredited bureau members.
- 1st Birthday Celebration. Quietly celebrated our 1st birthday with cake and Acting CEO Andrew Hubbard attended as guest speaker. Due to Covid concerns only a small number of people were invited to keep numbers small.
- Honorary Solicitor recruited to provide support and guidance to the board while establishing the independent trust, employment and supporting the volunteers. We warmly welcome Tiffany McRae to our team.

Mid Canterbury CAB Governance and Management

- Citizens Advice Bureau Mid Canterbury is currently under the Governance and Management of CABNZ. Locally we have established an incoming Mid Canterbury board of accredited volunteers with the intention to take over 1st July 2022.

This will include steps such as reviewing the Model Bureau Constitution, Holding Special General Meetings,

Adopting the Constitution, electing an interim board until 2023 AGM, approving board to set up as an Incorporated Society, opening bank accounts, applying for Charitable status, financial management, Xero, payroll etc.

SERVICE DEVELOPMENT: 2022

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, 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.
- Development of Ashburton-specific resources and directories, both online and paper versions where appropriate
- Commonly requested information over the last 6 months, requiring us to compile contact lists and information about what's available in Mid Canterbury. Note these fall outside the parameter of the Community Directory as they are commercial in nature or a combination of commercial.
 - Accommodation (rental and/or emergency)
 - Mental Health Support
 - Driving lessons
 - Parenting Support
- 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

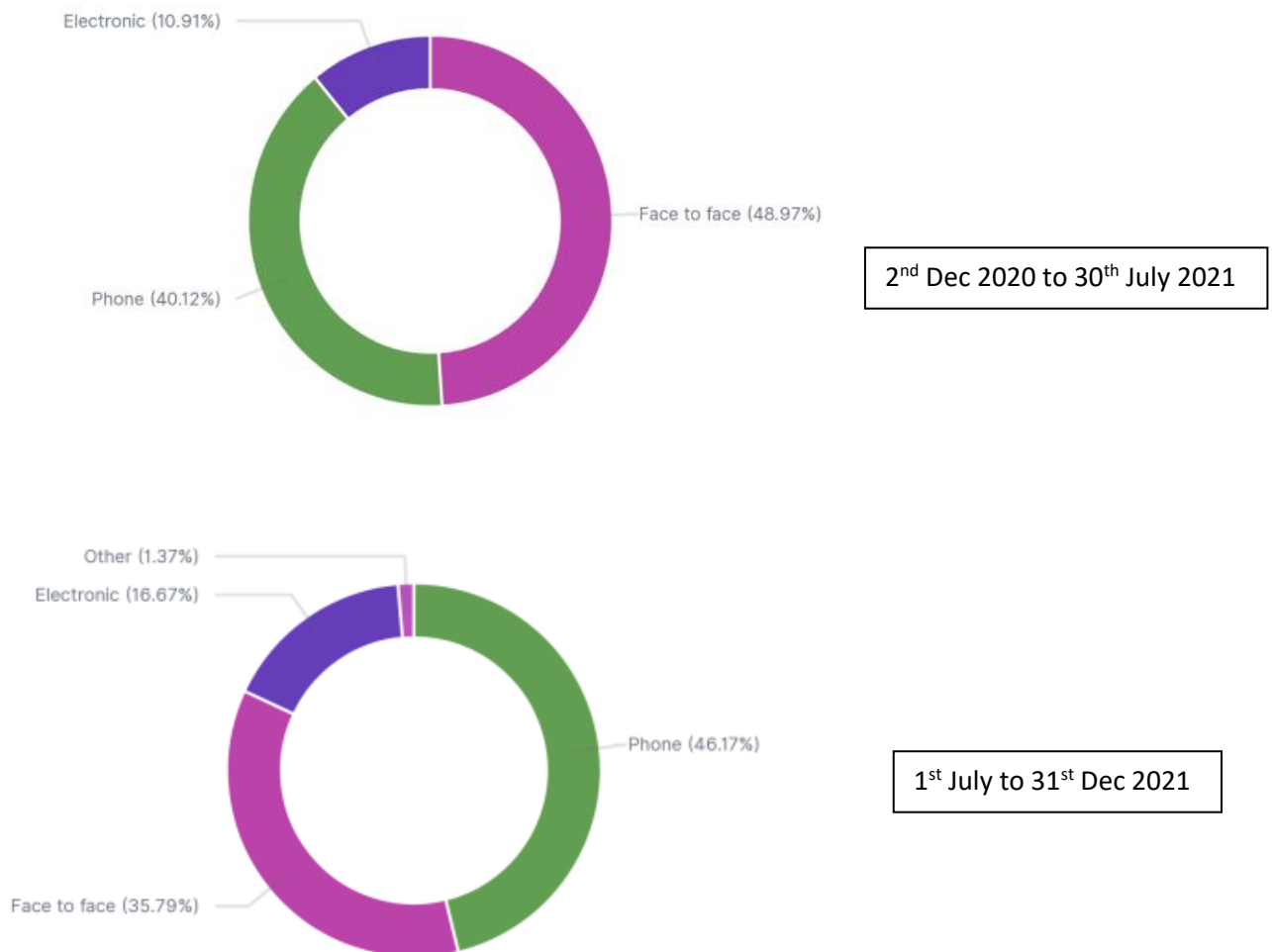
- Seeking funding towards annual operational costs
- Developing a legal structure so that the Mid Canterbury CAB can become a full CAB service with its own governance
- Continued updating and expansion of the Community Directory.
- Scam awareness project with Safer Mid Canterbury and Neighbourhood Support.
- Awareness Week 14th -20th March –Theme Tenancy

CLIENT ENQUIRIES

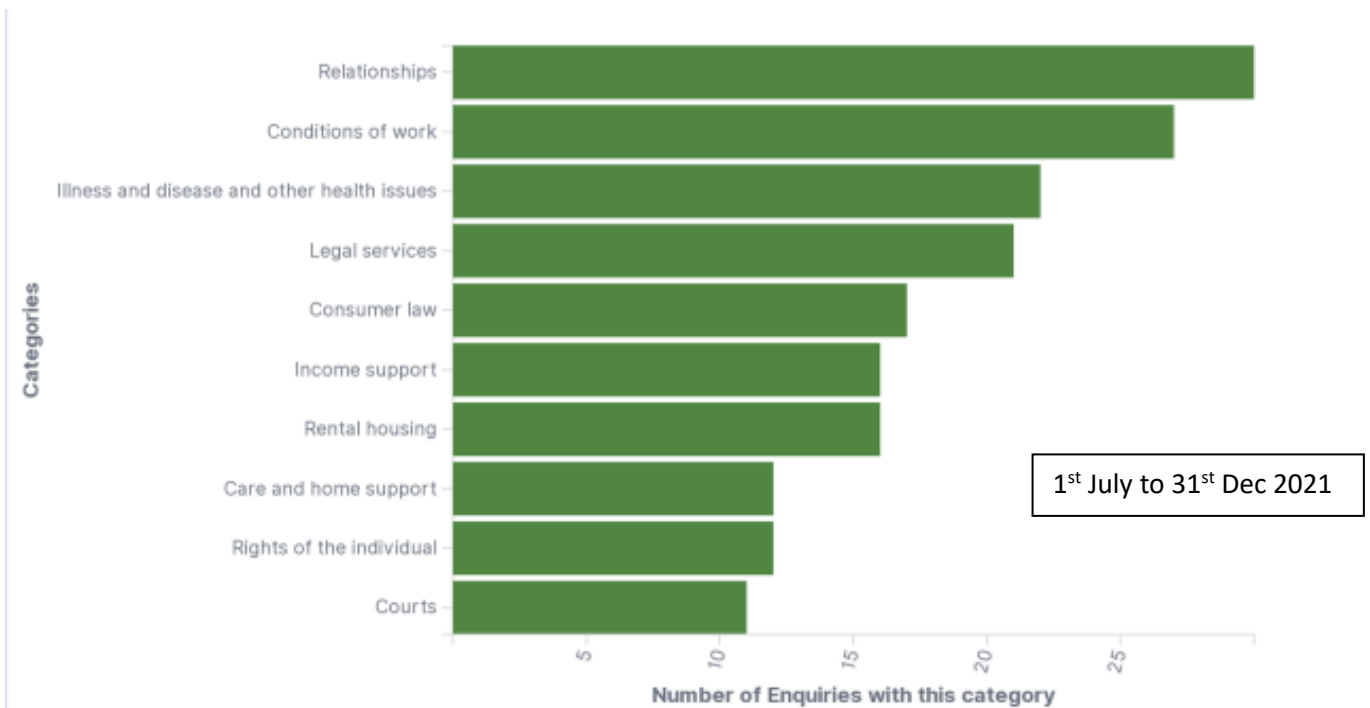
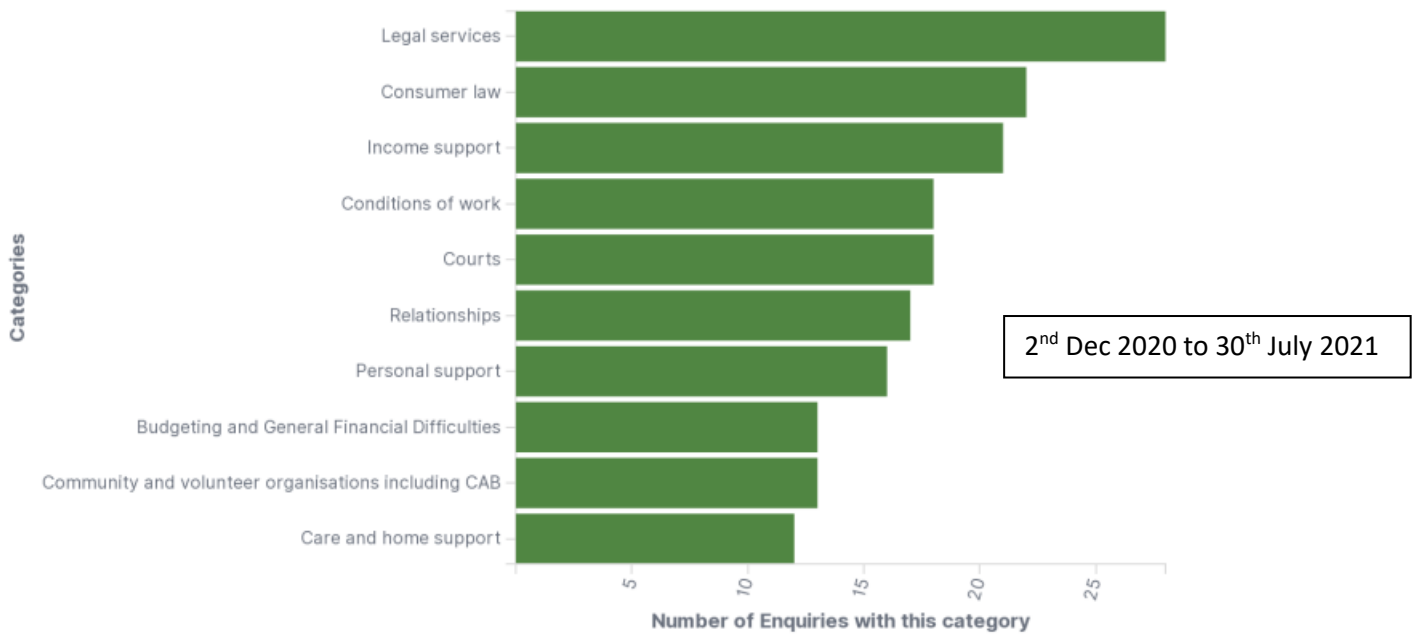
	2 nd December -30 th June 2021	1 st July 2021-31 st Dec 2021
Total CAB Services	339	366
Face to face	129 -165 *	131 <i>Decrease</i>
Phone	63 -136 *	169 <i>Increase</i>
Email	29 – 36 *	61 <i>Increase</i>
Other -Messenger/Facebook	-	5 <i>Increase</i>
Client Interviews	221	230
Quick reference	118	127
Signposting	107	121
Gave a form/brochure	8	6
Number of Clients Attending Clinics	30	27
Tech Clinic	30	23
Immigration Clinic	-	4

**Note – Updated figures -Numbers previously reported were contact type for client interviews only and didn't include figures for quick reference and clinic services provided.*

Method of Contact



Top 10 Categories



2nd Dec 2020 to 30th July 2021

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

1st July to 31st Dec 2021

Residential tenancy including disputes

Employment disputes

Covid-19 (coronavirus)

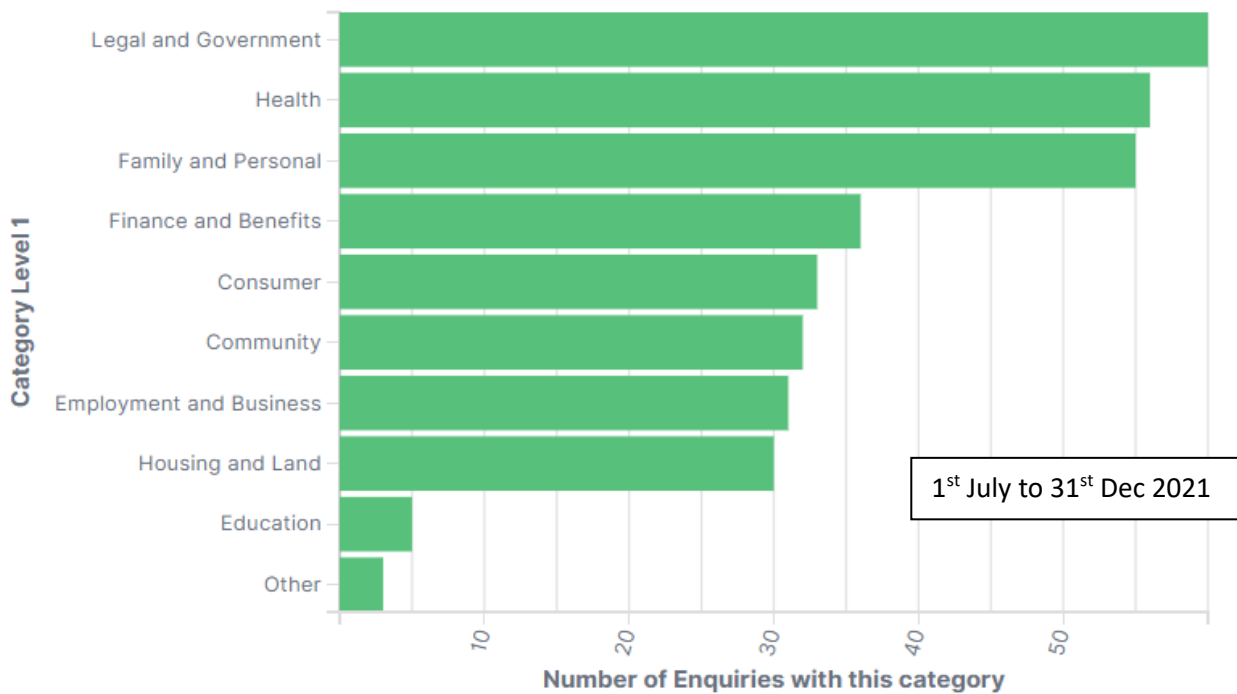
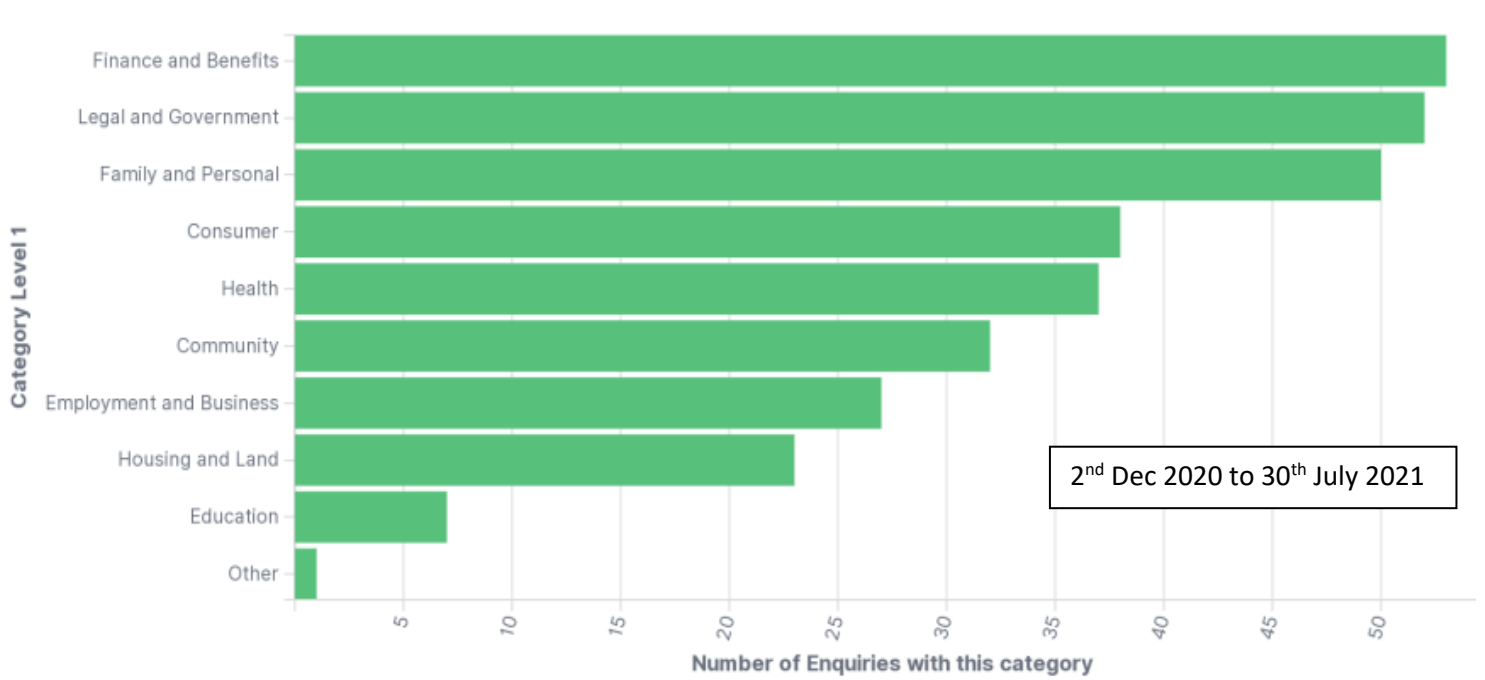
Access / custody / guardianship

Relationship property

Separation and dissolution

Care and support for older people

Category Level 1



Category Level 3

1st July to 31st Dec 2021

Employment contracts and conditions	Emergency Accommodation
Community Law Centres and other free legal advice	Fair Trading Act
Covid-19 (coronavirus)	NZ travel including accommodation
Consumer Guarantees Act including complaints about goods and services	Other special interest groups
Employment disputes	Registration of birth including certificate requests
Relationship property	Secondary benefits – extra help
Access / custody / guardianship	Social support groups
Residential tenancy including disputes	Activities and events
Care and support for older people	Acts of Parliament and points of law not covered elsewhere
Separation and dissolution	Buying and selling a house
Mental health and wellbeing support groups	Food parcels and food banks
Wills and probate	Government policies related to health
All other Inland Revenue and tax matters	Housing Improvements and maintenance
All other income support enquiries	Immigration advisory services
Budgeting and debt management	Internet and phone providers
Core benefits	Legal ages and ID
Fences and boundaries	Licences not covered elsewhere
Lawyers	Needs assessments for home or residential care
Power of attorney	New Zealand Superannuation / Veterans' and other pensions
Counselling and other support for individuals	Noise and nuisance
Family Court	Other consumer law
Parenting issues and family behavioural problems	Other motor vehicle enquiries
ACC	Personal income tax
Disability equipment and modifications	Police
Health support groups	Small business start up – general information
Traffic - offences / accidents / summonses	Transport laws - regulations and licences
Workplace bullying or harassment	Undefined
Adoption and fostering	Beneficiary advocacy
Community directories	Business licences and regulations
Disputes Tribunals not covered elsewhere	Business mentors and support groups

Buying and selling vehicles

Changing name

Death - other matters

Disability support groups

Electricity

Family trusts

Flatting

Funding for individuals

General Court processes e.g affidavits and summonses

General immigration queries

Goods (not complaints)

Health Related Legislation

Hospitals and clinics

Legal Aid

Maori and Pacific health services

Mental health providers

Motor vehicle disputes

Other general financial difficulties

Patient and health advocates

Pet registration and control

Problem gambling

Residency

Rest homes

Seeking voluntary work

Seniors' concessions and discounts e.g. SuperGold card

Service clubs e.g. Lions / Rotary

Services (not complaints)

Social housing (eg state houses) incl disputes

Sports training and classes

Transport services - health

Trees

Visitor legal requirements

All leave including parental leave

Animal and bird care

Bankruptcy

Boarding establishments

Building work affecting neighbours

Bullying not covered elsewhere

Care and support for the disabled

Citizenship

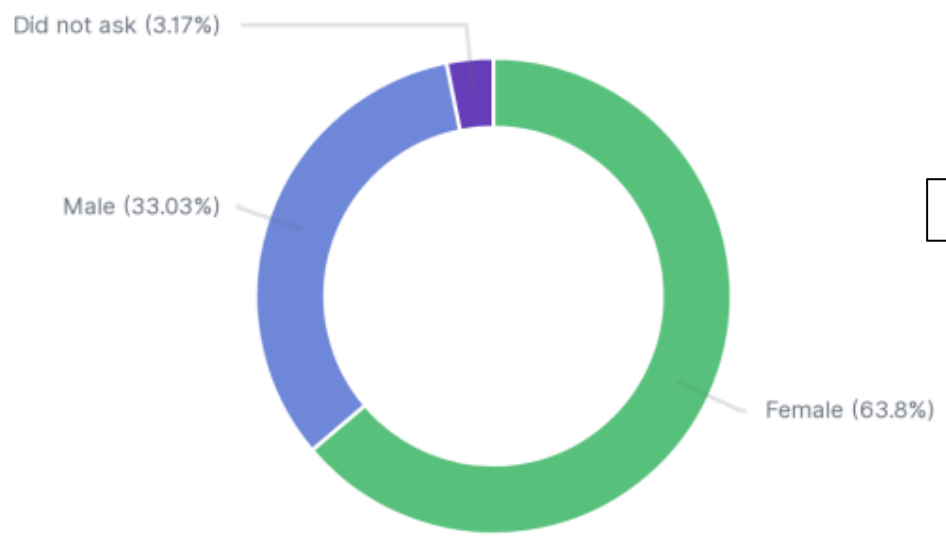
CLIENT PROFILE

The following information is only asked from those interactions that are more complicated and deemed a *Client Interview*. We do not ask this information from interactions deemed *Quick Reference* ie if they were just wanting the contact for the SPCA or a Rotary Club.

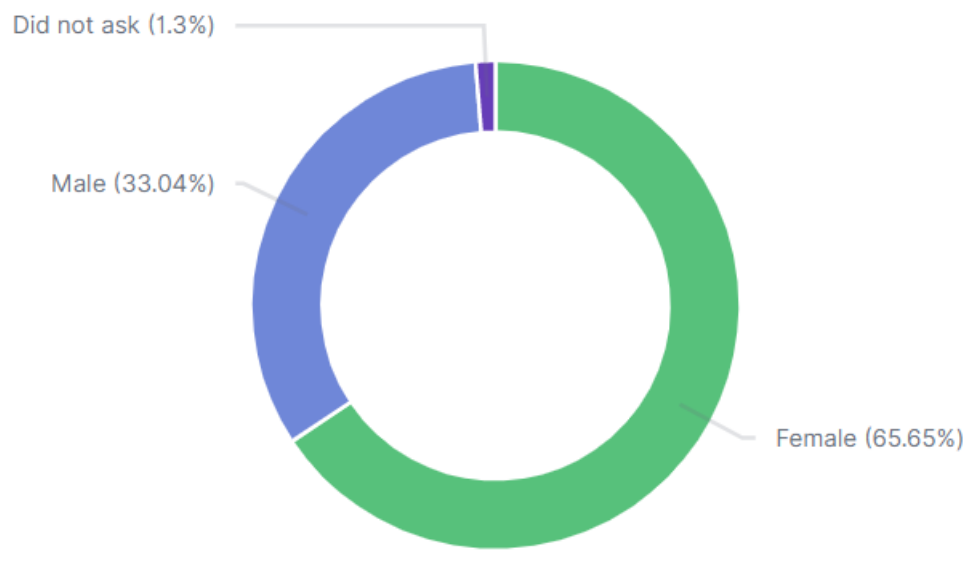
Location

Ashburton	175
Canterbury	11
Christchurch	9
Rural Mid Canterbury	7
Methven	6
Did not ask	5
Auckland	3
Mt Somers	3
Rakaia	3
Otago	2
South Canterbury - Timaru	2
Hawkes Bay	1
Hinds	1
Waikato	1
Wellington	1

Client Gender

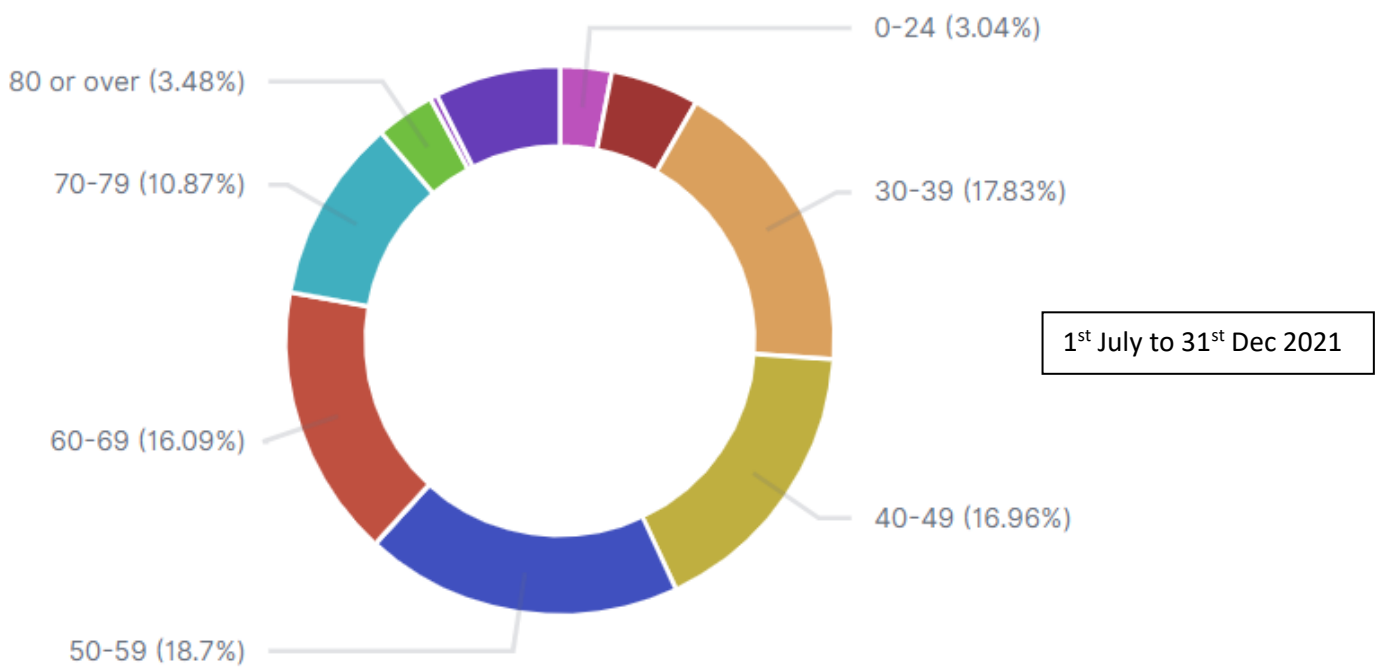
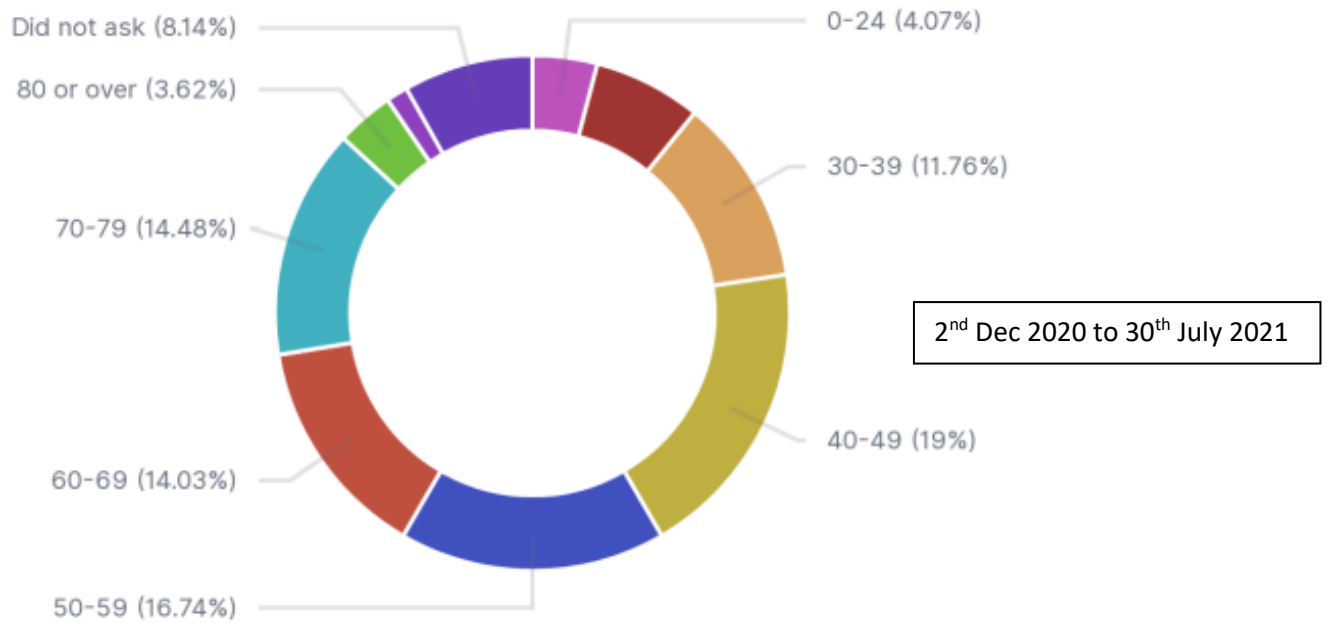


2nd Dec 2020 to 30th July 2021

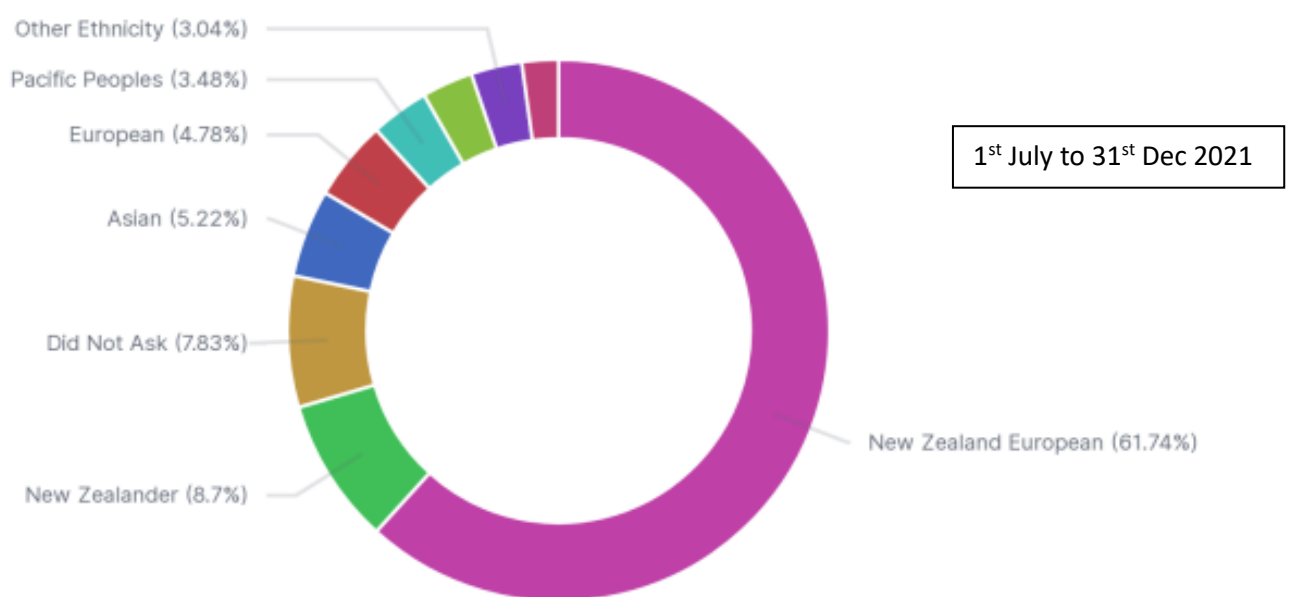
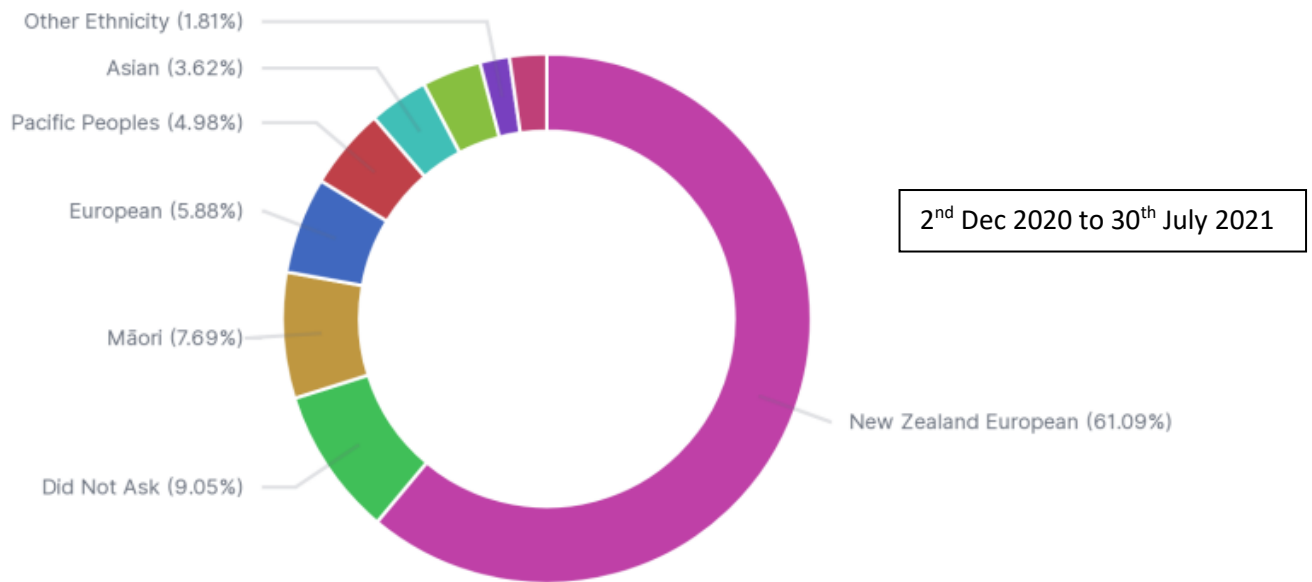


1st July to 31st Dec 2021

Client Age Groups



Client Summary Ethnicity



OUR VOLUNTEERS



1st Birthday Celebrating with Cake and Guest Speaker Dr Andrew Hubbard Acting CEO CABNZ



Jo Veale receiving Accreditation Certificate from Dr Andrew Hubbard



Chris Wiltshire receiving Accreditation Certificate

Volunteers with their Accreditation Certificate's.



Jo Veale, Cathie Withington, Rebecca Perkins, Christine Pattie, Chris Wiltshire, Jackie Girvan, Mary Bailey, Andrew Hubbard (Acting CEO CABNZ) Andrea Carter, Carol Brown, Rosemary Moore, Nikita Begbie, Jeff Withington, Sarah Clifford (Coordinator)

Volunteer Christmas Party

Checking out the services available in the community our Christmas party was held at the Hakatere Hut Holder's hall. Great venue with space, kitchen, bbq, stage, pool table darts, library and table tennis.



Board Development

The Incoming Board have been meeting regularly to establish a structure and to support the development of CAB Mid Canterbury to become an independent bureau.

So far this has included providing support to the coordinator, developing service delivery under changing COVID levels and traffic light systems and assessing and ensuring that Health and Safety obligations in the bureau are being met. The incoming board members are currently Jo Veale, Mary Bailey, Nikita Begbie, Andrea Carter and Pam Kennedy.

We need a minimum of 5 board members' and can have a maximum of 11 and can co-opt a few members from the community.

Now that we have a majority of accredited volunteers we can make the next step which is establishing an Incorporated Society.

The incoming board will over the next 6 months take the necessary steps to take over financial management from CABNZ on 1st July 2022.

Membership Principles and Declaration of Compliance.

As members of CABNZ, CABs are required to commit to the principles (see appendix Membership Principles) as part of ensuring an effective CAB service and a consistent standard of operation.

Each principle is accompanied by a set of indicators which are used to show whether and to what extent the principle is being put into practice by the individual CAB.

There are three levels of practice which each of the indicators could fall under:

Compulsory practice

All CABs must meet these indicators and verify this in their annual Declaration of Compliance.

Preferred practice

It is expected that CABs should be meeting these indicators, but it is not a mandatory requirement.

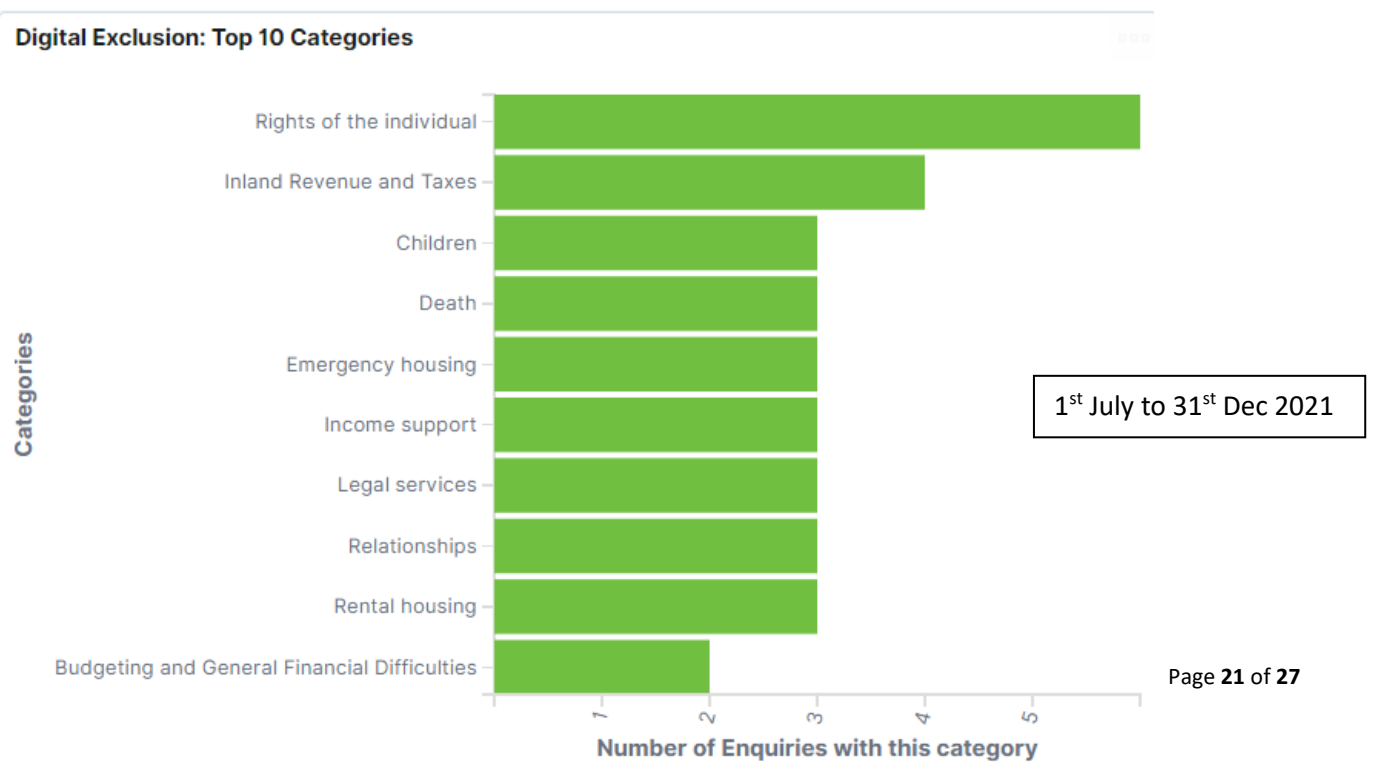
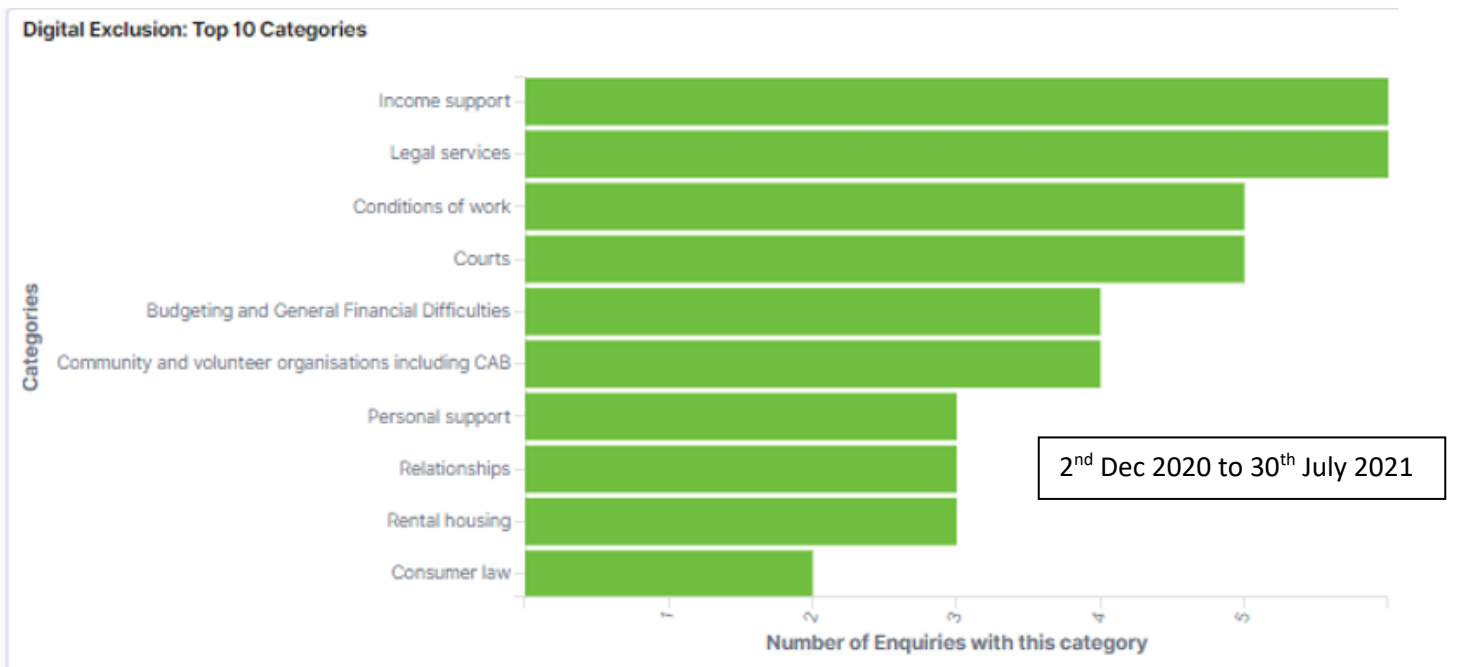
Developmental practice

Not all CABs would be expected to achieve these indicators but it is something to strive for.

Though we did not need to complete the declaration of compliance we used it as an opportunity to access where we are now and the things we needed to work on over the next year.

DIGITAL EXCLUSION

Digital Exclusion ranged from lack of literacy skills, lack of computer skills, lack of confidence, fear of doing something wrong. Many lacked 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. They also were not compatible with some documents and navigating some websites. 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.



CLINICS

TECH CLINICS

Over the last 6 months our free drop in tech clinic in partnership with Geeks on Wheels has had steady interest but has been impacted by COVID. Our face to face services have seen a reduction in numbers and the service has been impacted by various Covid levels and restrictions. With system's in place the service was well supported by our tech savvy volunteer Nikita Begbie and able to continue while Geeks on Wheels were unable to attend in person. Please note we always support and promote other services that are available in the community. E.g. we display flyers and promote the digital services the Library offers.

One recent client was a tenant of community house. Questions varied from, a new work cell phone proving problematic as work emails and private emails were all coming into the device and setting up a COVID my vaccine pass app. We facilitated a visit by Geeks on Wheels to Hospice to give clients support and advice.



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

IMMIGRATION CLINIC

In June 2021 CAB Mid Canterbury in conjunction with Maria Jimenez from Jimenez Immigration started offering 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.

The intention is that we will run group information sessions as well as one on one appointments (no booking required).

This service will give advice to all members of the Mid Canterbury community. Both employers and employees can be provided with updates to changes in visas etc that will benefit everyone.



Maria Jimenez licensed immigration adviser from Jimenez Immigration.

FUNDING

We have successfully received funding from Ashburton District Council, Community Trust Mid and South Canterbury, the Lion Foundation and Lotteries. The Lion Foundation and Lotteries were applied for by National Office. The Lion Foundation was a joint application with another CAB National Office was overseeing due to the impacts by COVID on volunteer numbers. Lotteries funding is applied for on behalf of CABs Nationally and all CABs receive a share of the funding.

Applications to Ashburton Licensing Trust and Advance Ashburton were all declined. Reasons for this included, increased number of applications received and reduced funds to distribute due to COVID. We were unable to apply to COGS as National office oversight meant we were not eligible to apply.

We are also in a unique position where we need be seen as independent. This means it is incredible difficult to seek business sponsorship. A client, supplier, customer or employee may feel they cannot access our service and our support or advice if we receive sponsorship from them.

Opportunities for fundraising have been significantly impacted with reduced opportunities for fundraising at events and hosting events and fundraisers.

Citizens Advice Bureau Mid Canterbury believe we provide a valuable service to the Mid Canterbury Community. We look forward to serving the community to improve information and knowledge to empower people to know and understand their rights and obligations and be better connected to their community.

We are requesting funding support for operational costs of \$25,000 for this coming year.

APPENDICIES

NOTE

Actual Income from Ashburton District Council was \$15,000 the rest (\$9,280.28) was carried forward from last financial year.

Created: 27/01/2022 9:17 a.m.

Citizens Advice Bureaux New Zealand Inc

PO Box 24249
Wellington 6142

Job Profit & Loss Statement

July 2021 To December 2021

Company Reg. No: 224473
Email: sandra@cab.org.nz

Account Name	Selected Period	Year To Date
MIDCAN	CAB Mid Canterbury	
Other Income		
Local Council	\$24,280.28	\$24,280.28
NZ Lottery Grants Board	\$5,000.00	\$5,000.00
Community Trusts & Foundations	\$18,000.00	\$18,000.00
Total Other Income	\$47,280.28	\$47,280.28
Other Expense		
ACC Levies	-\$32.20	-\$32.20
Salaries	\$21,672.00	\$21,672.00
Kiwisaver Employer	\$554.40	\$554.40
Employment Other	\$80.00	\$80.00
Volunteer	\$86.96	\$86.96
Computer Expenses	\$60.00	\$60.00
Insurance	\$122.55	\$122.55
Office Expenses	\$100.00	\$100.00
Printing & Stationery	\$107.09	\$107.09
Publicity & Promotion	\$150.00	\$150.00
Rent	\$2,633.16	\$2,633.16
Subscriptions	\$162.50	\$162.50
Telephone Expenses	\$251.97	\$251.97
Training	\$394.04	\$394.04
Travel	\$84.15	\$84.15
Total Other Expense	\$26,426.62	\$26,426.62
Net Profit/(Loss)	\$20,853.66	\$20,853.66

CAB ASHBURTON 2021-2022 OPERATING BUDGET

	ANNUAL BUDGET 2022-2023
INCOME:	
Ashburton District Council	25,000
Lottery Grants Board	5,000
COGS	5,000
BRT -Ashburton Licensing Trust	1,000
Community Trust Mid & South Canterbury	8,000
Advance Ashburton	5,000
Lion Foundation	10,000
Local Service Clubs - Rotary & Lions Groups	1,500
Sundry Income	300
Interest	0
TOTAL INCOME	60,800
EXPENSES:	
<u>Employment Expenses</u>	
Salaries	43,680
Kiwisaver	1,350
ACC	100
Total Employment Expenses	45,130
<u>Administration Overheads</u>	
Advertising	800
Audit fees	0
Publicity, Promotion & resources	1,000
CABNZ AGM	1,000
Computer	200
Depreciation	0
General	200
Insurance	200
Photocopying	1,000
Printing and Stationery	200
Rent	6,000
Subscriptions - CABNZ	300
Subscriptions - Other	25
Telephone and Tolls	240
Training - volunteers & staff	3,000
Travel - Mid Canterbury Staff	600
Travel - National Office Staff	800
Total Administration Overheads	15,565
TOTAL EXPENSES	60,695
TOTAL INCOME LESS EXPENSES	105



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.

Presentations and Collaborations

Attend regular meetings and present data to show issues, gaps and trends.

Safe Communities Ashburton District Steering Group

Community Network Meeting –

Caring for Communities Welfare Recovery

Social and Emergency Housing Group

Volunteering Mid and South Canterbury

Digital Waitaha

YMCA – Kate (Youth Hui)

Invited to

Refugee Settlement Group and Hui

Family Violence Reestablished Network -Safe Families

Presentations /Guest speaker

North Canterbury CAB

CABNZ –National AGM

Pacific Day Radio Show with Brian Sagala

Step Ahead Trust

Trainings attended by coordinator and or volunteers

Restorative Justice

Community Law Canterbury –Luke Smeele -What they do, how it works

Depression Talks

Mental Health Education Resource Centre (MHERC) Online Training

