

MID CANTERBURY CITIZENS ADVICE BUREAU

Report February 2023

Ashburton District Council

1st July 2022 to 31st Dec 2022



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

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:

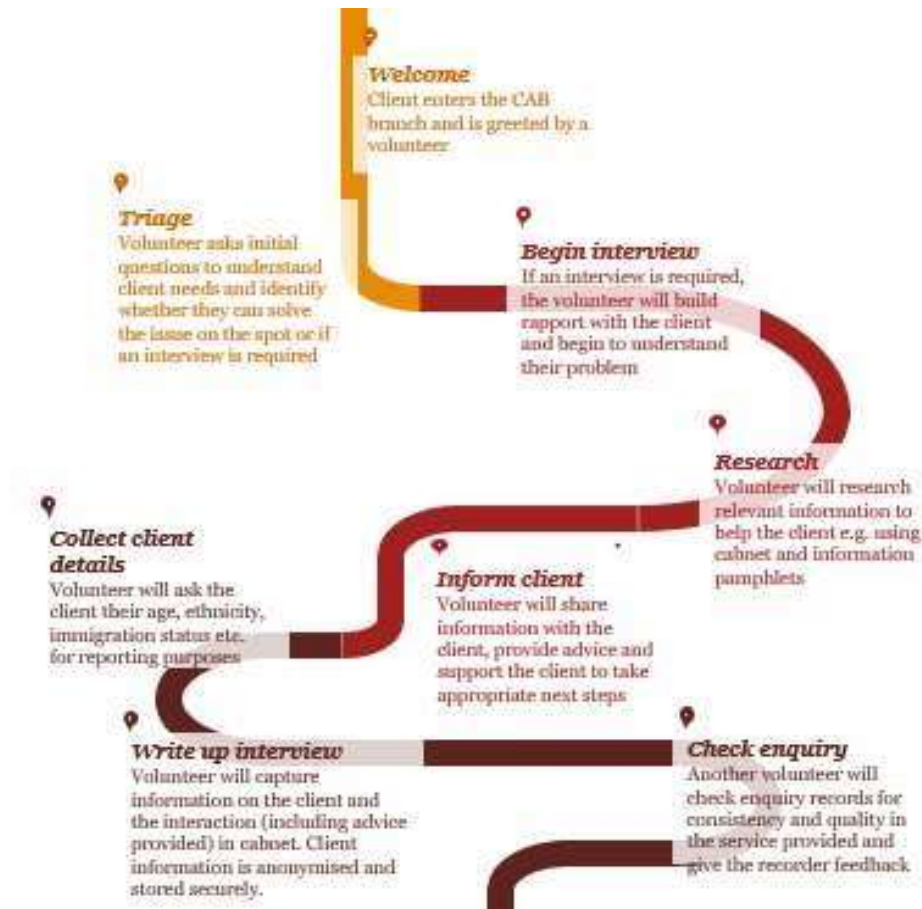
- Providing free, confidential, independent information and advice.
- Helping people know and understand their rights and responsibilities.
- Helping people find community services they need.
- When CAB sees that policies or laws aren't working well for people, the organisation acts as a voice for positive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



Volunteers Jeff, Sarah (Coordinator and volunteer) and Rosemary

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.



Using this service model, CAB helps anyone with anything. Below are some examples of the range of client enquiries that CAB receives:

Sione has received a contract for a potential new job which states that he must file his own taxes. He is surprised that is a requirement and sought advice as to how to do that.

Peter has been declined vehicle finance. He wants to know how to check his credit information and rating.

Janine has parenting order to see her daughter once a month. This is not being complied with for the past three months. How can she get the parenting order enforced?

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 on 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 is 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 and a specific directory has been developed for services in the Mid Canterbury Community.

Mid Canterbury Community Directory <https://ashburton.cab.org.nz/>

Quote from a CAB volunteer

“We have enquiries that can take from 10 minutes to several hours and it is important to provide this time for clients as they are often nervous and, in some cases, uncertain as to what their actual problem is and whether or not something can be done to help them. One of the aspects our clients value most is the privacy and confidentiality afforded them in a welcoming and stress-free environment.”

Independent review of the CAB Service

In 2018, the Citizens Advice service was robustly and independently reviewed by PricewaterhouseCoopers, who found that the Citizens Advice service of “accessible, accurate, confidential and independent advice empowers [people] to solve problems, understand their rights, access services, and enhance their personal and community well-being”.¹

They also found the service is unique when compared with other community organisations especially in its ability to reach the most vulnerable.²:

Many of the people (the CAB) serves are on the cusp of more severe vulnerability. In helping someone maintain their income, housing and access to services, (the CAB) can prevent severe vulnerability and stress and its human and financial costs.

¹ PricewaterhouseCoopers, Citizens Advice Bureau Wellington Service Review, December 2018, page 6

² PricewaterhouseCoopers, Citizens Advice Bureau Wellington Service Review, December 2018, page 25

Quotes from the community about the CAB service

I felt welcomed. I felt strengthened. I felt educated. I now own a business and employ 25 people. I'm glad they were there when I needed them.

Not everyone knows who to ask when they have a problem, and the Citizens Advice Bureau does an amazing job in filling this need.

I used CAB services recently, and it's great to know that in a difficult moment in life there is a place that can listen and hear and provide advice – non-biased, non-commercialised and anonymous.

Your listening ear and your advice when I was going through a crisis helped me to organise my thoughts and pick out what was important. I valued the help you gave me at a time when I really needed it.

ESTABLISHING A MID CANTERBURY CAB SERVICE:

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.

The Mid Canterbury CAB opened on Wednesday 2nd December, 2020.

At present volunteers are on duty and available to provide services face to face Monday – Friday 10-1pm.

*Mayor Neil Brown
Cutting the ribbon
Opening 02/12/2020*



*Mayor Neil Brown
Safer Communities*

*Lesley Symington
CEO CABNZ
Kerry Dalton
Coordinator
Sarah Clifford
Opening*

02/12/2020



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 Opening 02/12/2020

WHY SHOULD THE ASHBURTON DISTRICT COUNCIL SUPPORT THE MID CANTERBURY CAB SERVICE?

- **CAB's contribution to community wellbeing.**

The Citizens Advice Bureau (CAB) is part of the fabric of communities and contributes majorly to community well-being, underpinning participation, resilience, and democracy through creating informed and active citizens. The service is independent, non-targeted and available to all.

When averaged out nationally, 62% of CAB funding (operational funding for local CAB branches) comes from local councils, recognising the importance of citizens being able to access quality, up to date information.

Recent research conducted by the Caring for Communities Social Recovery Group identified that the development of a CAB service in the Ashburton community is "well aligned to local need"¹.

- **Volunteering Opportunities**

The CAB service is provided by trained local volunteers, who give their time for free to help others in their community. This experience benefits the volunteers themselves and adds to their wellbeing and community involvement. This in turn strengthens community wellbeing and resilience.

- **CAB's contribution during significant events**

CAB volunteers and staff have supported numerous people through the challenges of the COVID-19 lockdown and the state of emergency. COVID-19 caused people to face issues in their lives that were often distressing, complex and new to them. These included issues with pay and conditions of employment, redundancies often without proper process, care of children issues, financial difficulties due to job losses and pay cuts, having to apply for income support for the first time, access to emergency housing, and tenancy and rent related issues. These issues also surfaced during the local floods and provided a service to complement the work of the council and civil defence.

¹ Sarah Wylie (2020), Community and Social Recovery Needs and Capacities in Ashburton District in COVID-19 Times.

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

		1 st July-31 st Dec 2022	1 st Jan -30 th Jun 2022	1 st July 21-30 th June 22 Last Financial year
Phone	Client Interview	93	66	159
	Quick Reference	47	48	122
	Other	1	2	5
	<i>Total Phone</i>	141	116	286
Face to Face	Client Interview	111	50	145
	Quick Reference	24	27	62
	Other	-	-	3
	<i>Total Face to Face</i>	136	77	210
Email and Messenger	Client Interview	29	38	78
	Quick Reference	4	8	27
	Other	4	1	3
	<i>Total Electronic</i>	37	47	108
Other				
	<i>Total Other</i>	3	2	7
	Total	367	242	611
Clinics	Immigration	1	1	5
	Tech Support	1	9	32
	<i>Total Clinics</i>	2	10	37
Total of All clients		318	252	648

Profit and Loss

Citizen's Advice Bureau Mid Canterbury
For the 6 months ended 31 December 2022

JUL-DEC 2022

Trading Income

Ashburton District Council	15,675.00
COGS	10,000.00
Community Trust Mid/South Canterbury	10,000.00
Fundraising Income	100.00
Interest Income	0.24
Lottery Grants Board	5,000.00
Sales	8,053.60
Sundry Income	168.46
Total Trading Income	48,997.30

Gross Profit

48,997.30

Operating Expenses

Advertising	89.74
Bank Fees	52.30
Event Registration	200.00
Freight, Postage & Courier	36.00
General Expenses	270.00
Insurance	126.95
Labour	950.00
Payroll Fees	416.05
Printing, Photocopying & Stationery	257.13
Rent	3,201.51
Resources	250.00
Subscriptions	590.09
Telephone, Tolls & Internet	244.00
Travel - National	1,071.46
Wages / Salaries	16,150.39
Total Operating Expenses	23,905.62

Net Profit

25,091.68

CAB ASHBURTON 2023-2024 OPERATING BUDGET

ANNUAL BUDGET

2023-2024

INCOME:

Ashburton District Council	15,000
Lottery Grants Board	5,000
COGS	10,000
Braided Rivers Trust formerly ALT	5,000
Community Trust Mid & South Canterbury	15,000
Advance Ashburton	5,000
Lion Foundation	10,000
Local Service Clubs - Rotary & Lions Groups	500
Fundraising Income	500
Sundry Income	0
Interest	0
TOTAL INCOME	66,000

EXPENSES:

Employment Expenses

Salaries	43,680
KiwiSaver	1,310.40
iPayroll	460
ACC	100
Other	0
Total Employment Expenses	45,551

Administration Overheads

Accountant	0
Advertising	1,000
Audit fees	800
Bank Fees	10
Publicity, Promotion & resources	1,000
CABNZ AGM	2,000
Computer	200
Depreciation	0
Fundraising Expenses	0
General	200
Insurance	200
Office	200
Photocopying	1,000
Postage and Courier	0
Printing and Stationery	200
Rent	6,312
Subscriptions - CABNZ	300
Subscriptions - Other	586
Telephone and Tolls	240
Training - volunteers & staff	3,000
Travel - Mid Canterbury Staff	600
Travel - National Office Staff	800
Admin Overheads - Cleaning	0
Admin Overheads - Power	0
Admin Overheads - R&M	0
Total Administration Overheads	18,648

TOTAL EXPENSES

64,198

TOTAL INCOME LESS EXPENSES

1,802

SERVICE DEVELOPMENT: 2023/2024

- The board Strategic planning meeting held in January 2023 identified three areas to focus on for 2023. Securing funding, increasing volunteer numbers and increasing opening hours.
- Census support –Accredited Completion Location. Supporting individuals completing census forms in person either online or on paper.
- Ongoing learning, development, training and retention of existing volunteers
- New recruitment resources developed by National Office (with consultation) due to be delivered Feb 23.
- Recruitment, vetting and training of additional volunteers, in order to increase opening hours and build capacity. Recruitment, training and mentoring of a former refugee.
- 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, 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. For example, providing Volunteering Mid and South Canterbury and the Migrant Centre - data to support planned workshops based on need. Providing resources for the scam awareness project with Safer Mid Canterbury and Neighbourhood Support.
- Continued and ongoing development and liaison with Bruce Moffat -Experience Mid Canterbury to provide resources and accurate and up-to-date information to visitors to Mid Canterbury.

- Securing ongoing funding towards annual operational costs
- Continued ongoing updating and expansion of the Community Directory.
- CAB Awareness Week 20th -26th March – Supporting diverse communities and celebrating multiculturalism within the cab whānau. Particular focus on our ability to help clients in languages other than English.
- Need Help booklet (formerly helping hands) Resource for people that need help, with organisations that can provide help for free and contact information.
- Providing information, resources, support and presentations at events such as, the Parenting Hui and Aging Expo.

SUPPORT FOR CAB SERVICE 2023/2024

The Citizens Advice Bureau Mid Canterbury Board, staff, volunteers and community are grateful to the Ashburton District Council for their ongoing financial support over the last three years. As such we would like to continue our relationship and request \$15,000 plus GST.

Citizens Advice Bureau Mid Canterbury operates thanks to the generous support from the following funders.





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.