

MID CANTERBURY CITIZENS ADVICE BUREAU
Report to Ashburton District Council
February 2025
1st July 2024 to 31st Dec 2024



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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	6 months 1 July 2023 31 st Dec 2023	1 July 2023-30 June 2024	2022-2023	2021-2022	2020-2021
Phone	Client Interview	67	85	192	213	159	63
	Quick Reference	58	63	130	84	122	73
	Other	4	7	8	7	5	-
	<i>Total Phone</i>	129	155	330	304	286	136
Face to Face	Client Interview	139	114	253	246	145	129
	Quick Reference	39	31	65	50	62	34
	Other	2		7	4	3	-
	<i>Total Face to Face</i>	180	145	325	300	210	163
Email and Messenger	Client Interview	18	41	68	81	78	29
	Quick Reference	3	12	18	11	27	8
	Other	2		3	9	3	-
	<i>Total Electronic</i>	23	53	89	101	108	37
Other		7	7	10			
	<i>Total Other</i>	7	7	10	8	7	3
	Total	339	360	758	713	611	339
Clinics	Immigration	2	-	10	3	5	0
	Tech Support	-	-		1	32	30
	Incorporated Societies	-	37	37			
	IRD	31		51			
	Business	7	0				
	<i>Total Clinics</i>	40	37	98	4	37	30
Total of All clients		379	397	856	717	648	369

Quick Reference Breakdown Last 6 months

Connected to language Support	1
Gave a from	5
Sign Posting	95

Profit and Loss

Citizen's Advice Bureau Mid Canterbury For the 6 months ended 31 December 2024

JUL-DEC 2024

Trading Income

Air Rescue Services	7,836.14
Ashburton District Council	15,625.00
Braided Rivers Trust (ATL)	3,500.00
COGS	10,000.00
Community Trust Mid/South Canterbury	5,000.00
Donations	2,100.00
Interest Income	187.39
Lions Foundation	10,000.00
Volunteer Monies	110.00
Total Trading Income	54,358.53

Gross Profit **54,358.53**

Operating Expenses

ACC	81.03
Advertising	180.00
Consulting & Accounting / Accountant	725.00
General Expenses	565.71
Insurance	180.77
Payroll Fees	236.80
Printing, Photocopying	580.79
Rent	3,732.42
Stationary/Office Expenses	174.46
Subscriptions	629.06
Telephone, Tolls & Internet	173.93
Training	478.27
Travel - National	149.60
Wages / Salaries	21,424.00
Total Operating Expenses	29,311.84

Net Profit **25,046.69**

Operating costs budget - Feb 2025 ADC Report

Citizens Advice Bureau Mid Canterbury Inc.

1 July 2024 - 30 June 2025

Income Source	Budgeted amount	
Ashburton District Council	15,625.00	confirmed
Lion Foundation	10,000.00	confirmed
COGS Multi year grant - 2022-204842	10,000.00	confirmed
Community Trust Mid and South Canterbury	5,000.00	confirmed
Air Rescue Trust	7,836.14	confirmed
Braided Rivers Trust	3,500.00	confirmed
Donations	2,100.00	confirmed
Interest Income	250.00	
Other Income Required - sources to be explored	4,000.00	
TOTAL INCOME	\$58,311.14	

EXPENDITURE	Budgeted amount
ACC	120.00
Advertising + Promotion	600.00
Bank Fees	1.00
Consulting and Accounting/Auditor	750.00
General Expenses	400.00
Insurance	200.00
Printing + Photocopying	1,000.00
Rent + Room hire	7,860.00
Repairs + Maintenance	200.00
Resources	600.00
Stationary + Office Expenses	600.00
Subscriptions (Xero, IT support, payroll)	1,500.00
Telephone + Internet	450.00
Training	1,000.00
Travel	400.00
Wages	42,848.00
TOTAL EXPENDITURE	58,409.00
Operational Surplus/Deficit	-\$97.86

SERVICE DEVELOPMENT: 2025

- 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.
- Providing additional CAB services based on identified need. Number of new clinics in development.
 - Clinics Current
 - Immigration
 - IRD
 - Clinics New
 - Business
- 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.
- Securing ongoing funding towards annual operational costs
- Continued ongoing updating and expansion of the Community Directory.
- CAB Awareness Week 11th -16th March - **Awahi Mai, Awahi Atu - Empowered Together.**

- Need Help booklet. Resource for people that need help, with organisations that can provide help for free and contact information. 4000 books printed and delivered around Mid Canterbury. 2025/2026 version currently being updated.
- New Satellite Service –Library 5.30-7.30pm Wednesdays

SUPPORT FOR CAB SERVICE 2025

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.





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.