

LTCCP 2006-16 SUBMISSION

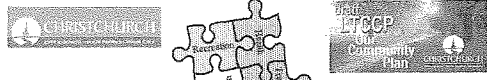

Submissions close on 5 May 2006

I wish to talk to the main points in my submission at the hearings to be held between Thursday 25 May and Wednesday 7 June 2006.

I am completing this submission: On behalf of a group or organisation	Number of people you represent: 165
My submission refers to: Summary Version of the LTCCP	Page Number: 6 - 7 & 10


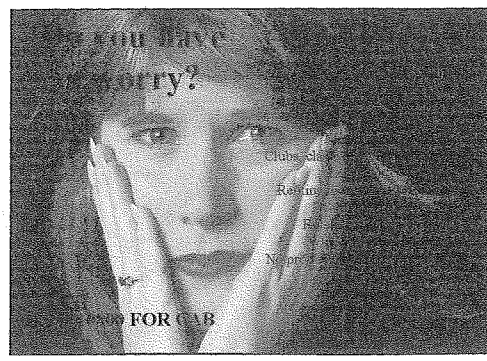
I also want to respond to: Other

Name:	Bob Smith - Manager
Organisation:	Christchurch Area Citizens Advice
Daytime Phone:	366 6509
Evening Phone:	342 4142
Email:	cab.christchurchareamanager@xtra.co.nz
Address:	C/- City Citizens Advice Service Community House 141 Hereford Street CHRISTCHURCH
Your Submission:	Do you have any comments on the major projects in our Draft Community Plan?
	Citizens Advice through its services has a very large and important contribution to make towards the achievement of most of the outcomes listed on Pages 6 - 7 of the summary document. To ensure that it can make that contribution adequate funding is essential.
	Do you have any comments on groups of activities (The activities and services the Council provides?)
	The three Citizens Advice Services in Christchurch (City, Hornby and Bishopdale) staffed by 165 volunteers who are highly trained to provide a free, confidential, impartial advice service to Christchurch residents. It is most important that the Christchurch City Council continues to support financially the operation of the Bureau's three branches and looks at assisting C.A.B. establish another outlet to serve the needs of residents in the Eastern suburbs of Christchurch.
	Do you have any other comments or suggestions you want to make?
	Providing advice and support to the community (Ref. Page 10) is exactly what the Citizens Advice Service does, thus assisting in ensuring individuals are able to make the most efficient and effective use of what the Council provides.



Citizens Advice Service An Important Part Of Any Community Plan

Ngā Pokapū Whakahoki Pātai mai i te Iwi Whānui
The centres that answer queries from the general public

What Is The Vision Of Citizens Advice?



- A socially responsible New Zealand where every person has the information and ability to make sound personal decisions.

Free, impartial, confidential advice as close as your phone – 0800 FOR CAB

Aims Of Citizens Advice



- To exert a responsible influence on the development of social policies and services, both locally and nationally.
- 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.

Free, impartial, confidential advice as close as your phone – 0800 FOR CAB

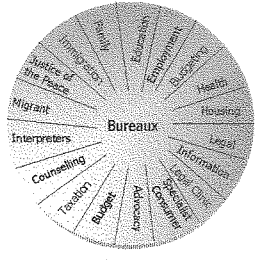


Features Of The Service Provided By Citizens Advice

- It is a free information service that offers support, advice and in some cases advocacy
- The service is impartial, non-judgemental and confidential
- CAB offers generalist information to anyone on any topic – no problem is too big or too small


Free, impartial, confidential advice as close as your phone – 0800 FOR CAB

Services Citizens Advice Provides To Our Community

Free, impartial, confidential advice as close as your phone – 0800 FOR CAB

CAB - A Long Proud History Of Service To Christchurch Residents



Free, impartial, confidential advice as close as your phone - 0800 FOR CAB


Each CAB Branch In Christchurch

- Is a member of NZACAB
- Has up to 30 volunteers working an average of 20.8 hours each per month
- Deals with over 500 enquiries per month
- Has both a phone and walk in service
- Employs 1 paid part-time Co-ordinator

Free, impartial, confidential advice as close as your phone - 0800 FOR CAB

Client Statistics


- Over 5 million enquiries in ten years
- 592,549 enquiries in 2004/05
 - 11,395 client contacts per week
 - 2,295 each day
 - One client every 12 seconds
- 221,409 visitors to the CAB website www.cab.org.nz in 2004/05
- Christchurch Branches receive over 30,000 calls each year



Free, impartial, confidential advice as close as your phone - 0800 FOR CAB

Volunteers


Prepared to put hours into their training to help our community



Free, impartial, confidential advice as close as your phone - 0800 FOR CAB

Volunteers In Action

- Nationally there are 2,624 volunteers
- They work more than 655,000 hours per year
- This is equivalent to 336 full time jobs
- In 10 years over 3.5 million volunteer hours
- In Christchurch there are 180 volunteers with 7 on duty at any one time between 9.00a.m. - 5.00p.m. Monday to Friday



Free, impartial, confidential advice as close as your phone - 0800 FOR CAB

Recent Changes In The Christchurch CAB

As the result of a City Council funded Deloitte's Consultant's report:

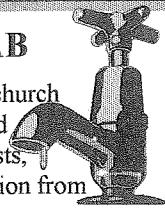
- The three Bureaux merged into a single governance structure on 1 July 2005
- A Manager was appointed in January 2006 to assist with strategic planning and development

Free, impartial, confidential advice as close as your phone - 0800 FOR CAB

Funding Of CAB

The three Branches in Christchurch have been traditionally funded by the City Council, local trusts, fundraising and a small donation from the Lotteries Commission.

It is most important that the City Council continues to adequately fund the CAB Branches to ensure their continued existence.



Future Developments

The following priorities have been identified to provide a better service to our community:

- To establish a 'walk in' service in our Eastern suburbs
- A greater emphasis in meeting the needs of Maori, Pacific Islanders, Migrants and Refugees
- Provision of advocacy for clients dealing with various agencies e.g. WINZ



Free, impartial, confidential advice as close as your phone - 0800 FOR CAB



What We Would Like:

- Continued funding from the City Council preferably on a three year basis to enable forward planning by the Management Committee
- A presence in any new Centre providing for the needs of Migrants and Refugees
- An understanding from City Councillors of the services carried out by CAB in our community



Free, impartial, confidential advice as close as your phone - 0800 FOR CAB

Thank you for taking the time to listen to our presentation on behalf of the Christchurch Citizen Advice Bureau.

We appreciate your interest and on-going support to provide an important service for our community.

