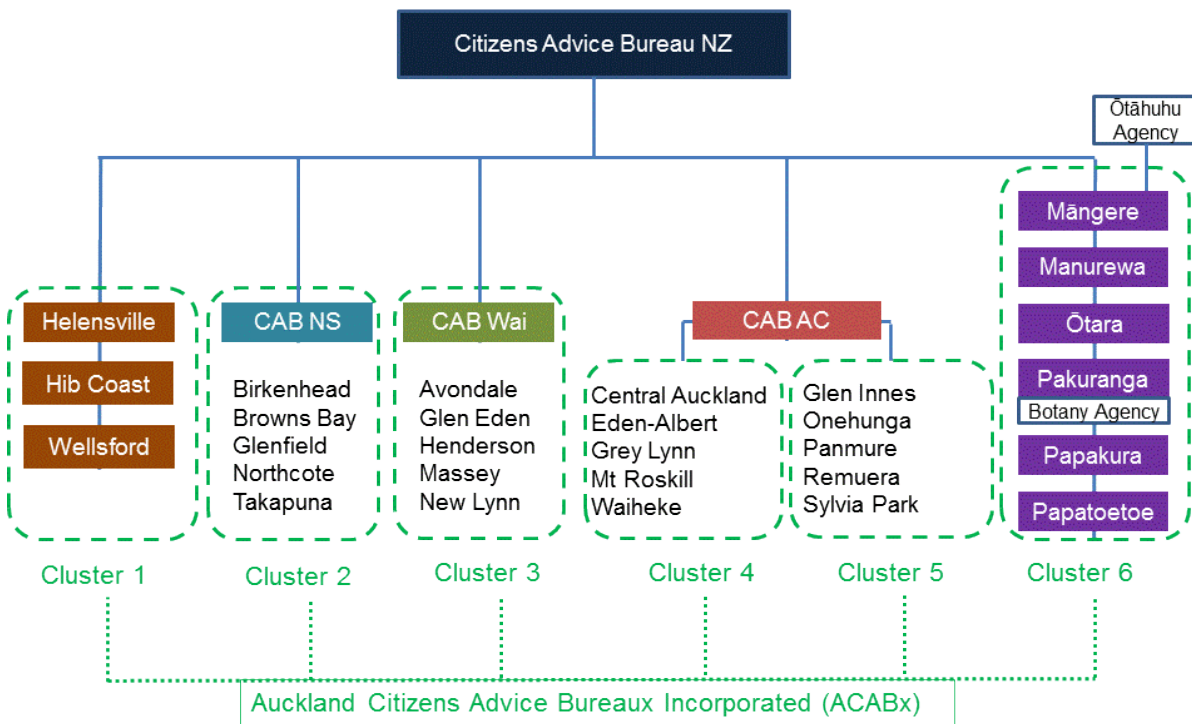


CAB structure and services in Auckland

CAB structure

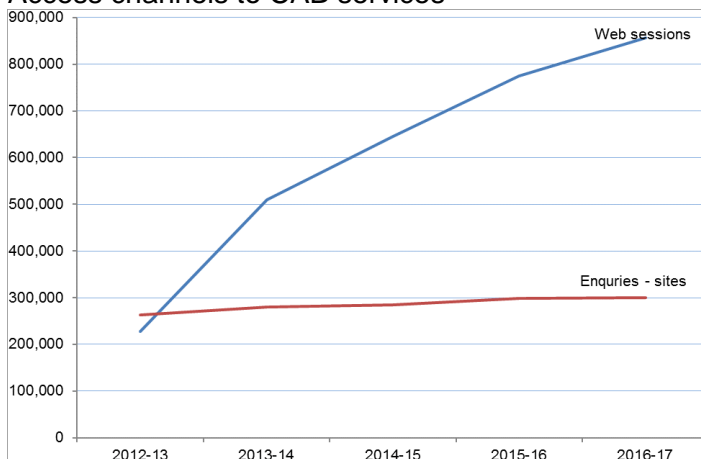
■ = Citizens Advice Bureau legal entity (12), operating across 31 sites



CAB services

Over the past five years there has been a strong growth in Auckland-based visits to the cab.org website while enquiries (face to face, email and phone) through Auckland CAB sites have remained relatively stable.

Access channels to CAB services



Interviews with clients comprise 62 per cent of CAB enquiries. In addition, CAB support services provided by other organisations from their sites, such as job search and counselling clinics. In some cases a CAB may provide additional services directly such as the food bank run by CAB Glen Innes.

Top 10 interview categories 2016-17: Auckland CAB sites

Categories	Number of interviews
Legal services (including some Justice of the Peace services)	89,567
Citizenship and immigration	17,292
Consumer law (including goods and services)	7,602
Relationships	5,901
Rental housing	5,721
Budgeting and general financial difficulties	5,367
Conditions of work	4,798
Rights of the individual	3,102
Communication (including interpreters and translating)	3,036
Income support (including benefits and superannuation)	2,892

CAB sites hours and enquiries

■ Weekly hours of operation ◆ Total enquiries 2016/17

