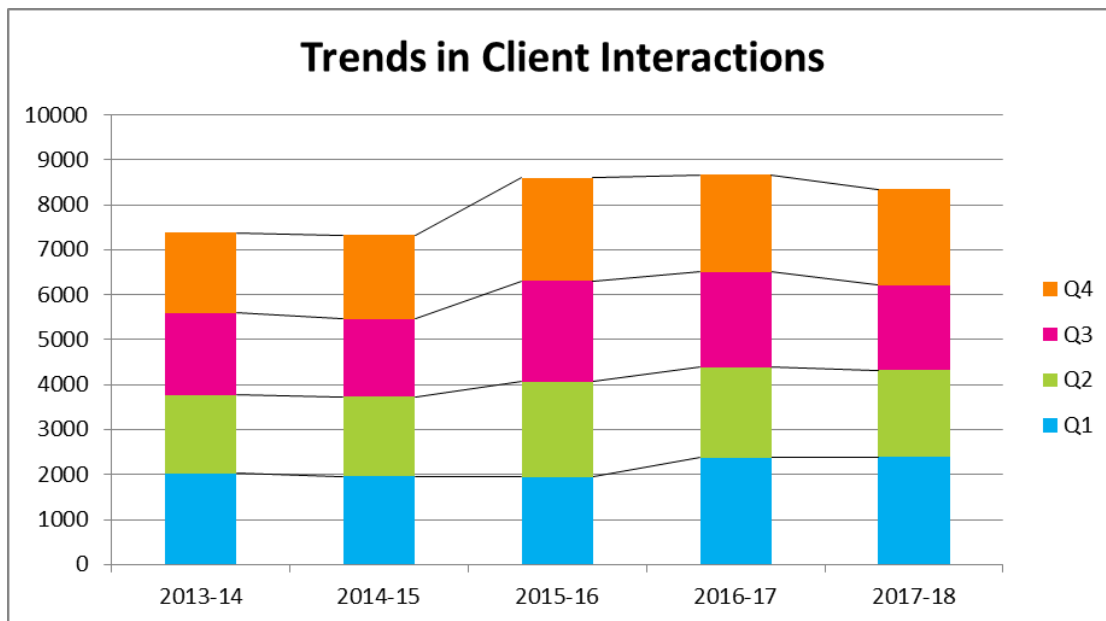


## CAB Remuera\Eastern Bays Statistics 2017-18

During the 2017/18 year there were **8,352** client interactions at CAB Remuera\Eastern Bays. This is a decrease of 3.6% compared to the equivalent period last year last year. Over the last five years there has been a 13.2% increase in the number of client interactions<sup>1</sup>.



### Total Person to Person Interactions 2017/18

	Q1	Q2	Q3	Q4	Total
<b>Total Interactions</b>	<b>2391</b>	<b>1934</b>	<b>1894</b>	<b>2133</b>	<b>8352</b>

<sup>1</sup> Client Interactions refers to all the person to person client interactions CABs have including both our core service and the additional services we provide. It does not include website traffic.

## CAB Client Interactions 2017/18

CAB Areas of Enquiry	Q1	Q2	Q3	Q4	Total
Community	69	59	51	82	261
Consumer	182	108	115	150	555
Education	21	14	10	9	54
Employment and Business	98	76	62	67	303
Family and Personal	133	84	96	105	418
Finance and Benefits	104	89	86	87	366
Health	30	20	14	28	92
Housing and Land	120	94	86	93	393
Legal and Government	128	133	116	116	493
Other		1		1	2
<b>Total</b>	<b>885</b>	<b>678</b>	<b>636</b>	<b>738</b>	<b>2937</b>

## Additional CAB Services 2017/18

Other Additional CAB Services	991	913	890	853	3647
External Clinics	515	343	368	542	1768
<b>Total Additional CAB Services</b>	<b>1506</b>	<b>1256</b>	<b>1258</b>	<b>1395</b>	<b>5415</b>

## Breakdown of Legal and Government Enquiries

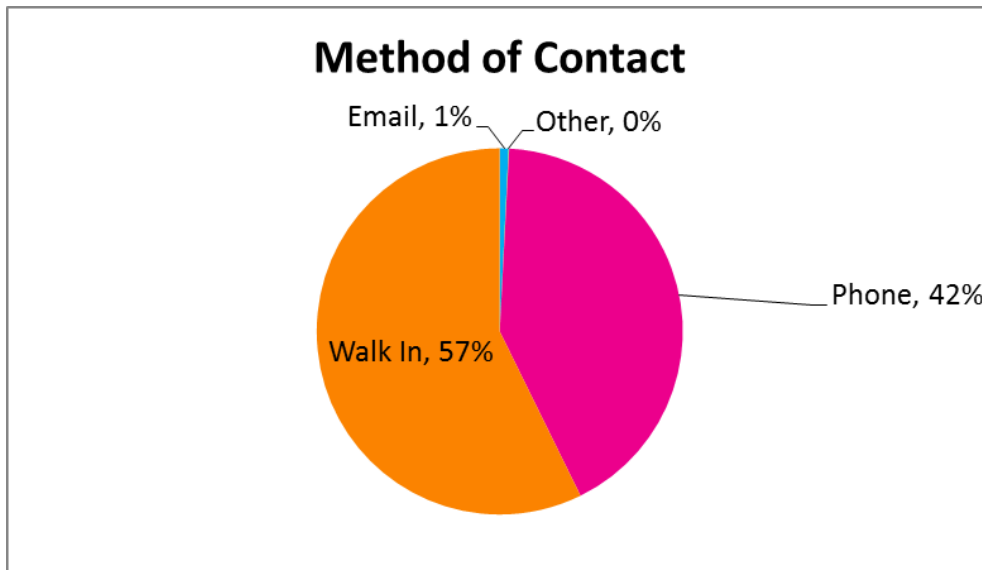
Subcategories	Q1	Q2	Q3	Q4	Total
Legal services (Including JPS)	91	57	57	71	276
Citizenship and immigration	35	27	27	29	118
Law enforcement	20	20	21	22	83
Rights of the individual	16	20	9	13	58
Courts	10	13	7	14	44
New Zealand Government	6	4	8	5	23
<b>Total</b>	<b>178</b>	<b>141</b>	<b>129</b>	<b>154</b>	<b>602</b>

## Other Service Provided by CABs

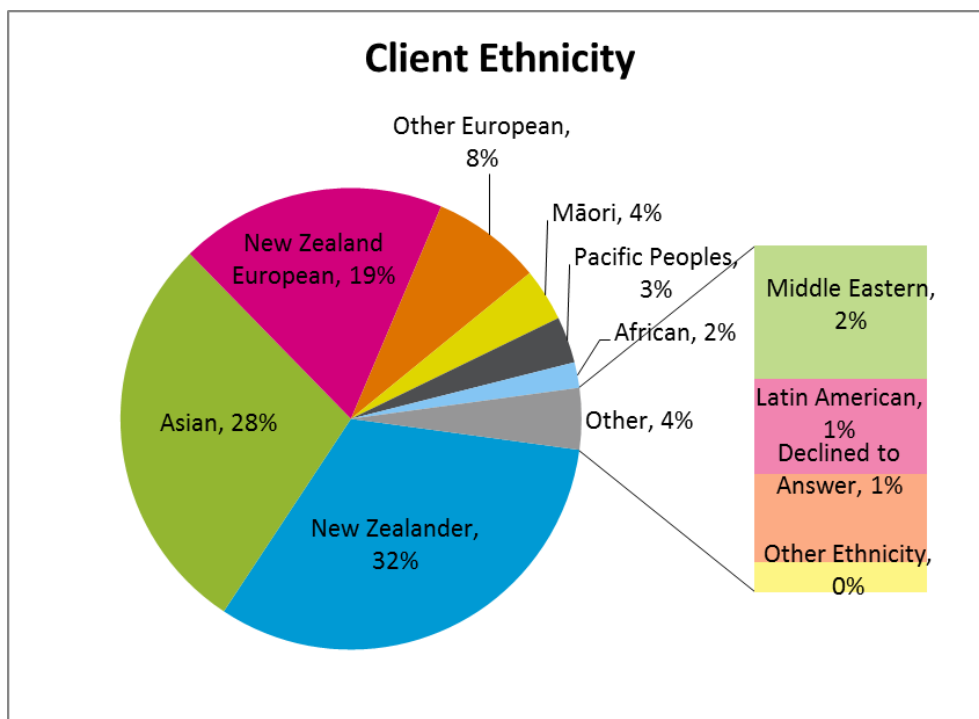
Service Provided	Q1	Q2	Q3	Q4	Total
Age Concern Clinic				1	1
Budgeting Clinic	1	5		1	7
Consumer Clinic	2	1			3
Counselling Clinic				5	5
JP Clinic	460	300	340	496	1596
Legal Clinic	49	35	25	36	145
Other Clinic – please specify	3	2	3	3	11
<b>Total</b>	<b>515</b>	<b>343</b>	<b>368</b>	<b>542</b>	<b>1768</b>

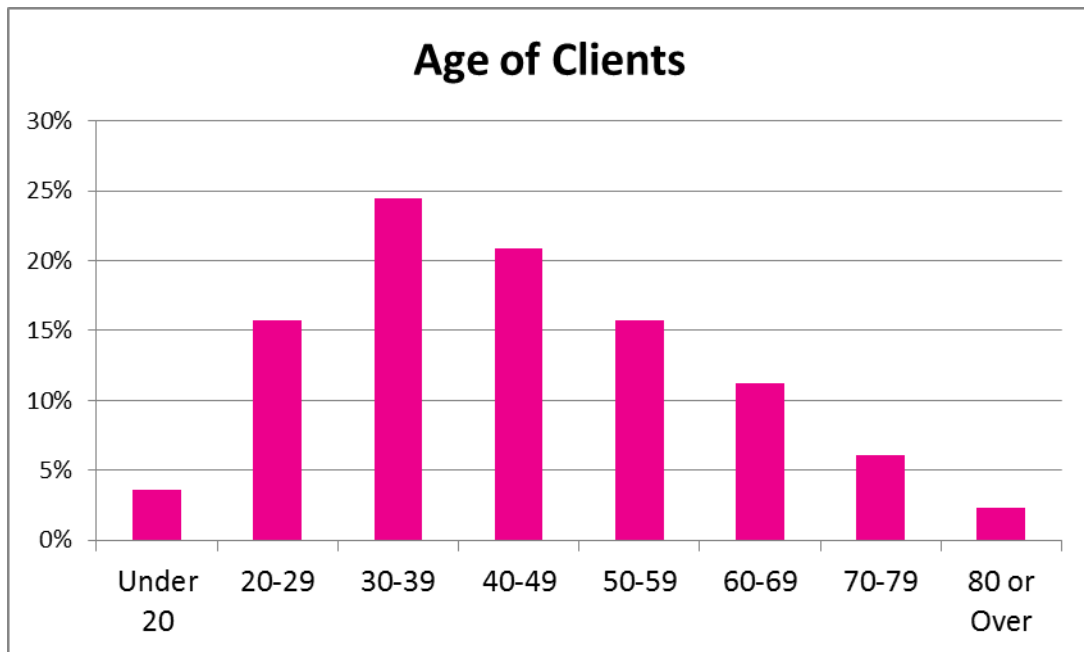
## Client Information

The following graphs provide information about the clients accessing the CAB, including the range of additional services hosted at CABs. The vast majority of clients access the CAB in person (excluding clients who just visit our website), with 57% of clients coming to the CAB in person.



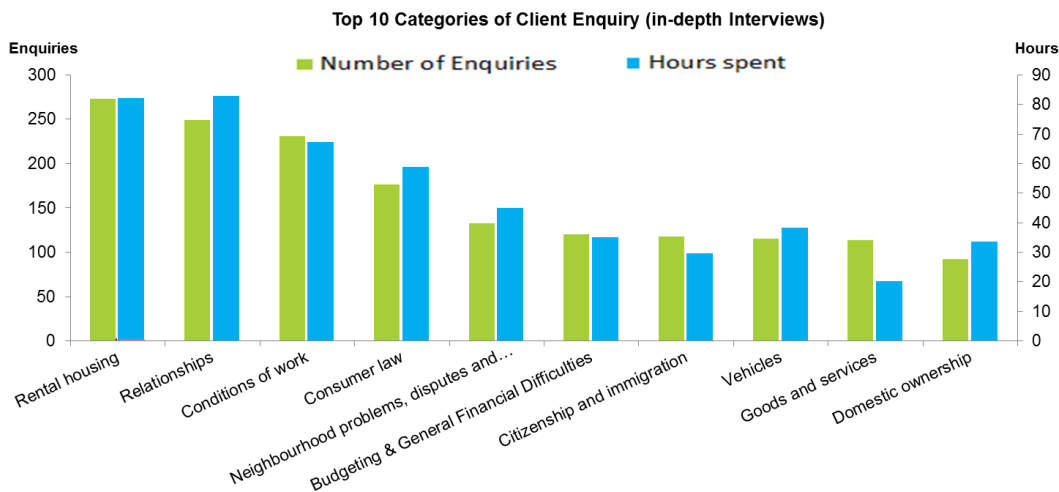
Our client base reflects the diversity of Auckland, with a particularly high representation of clients from migrant communities.



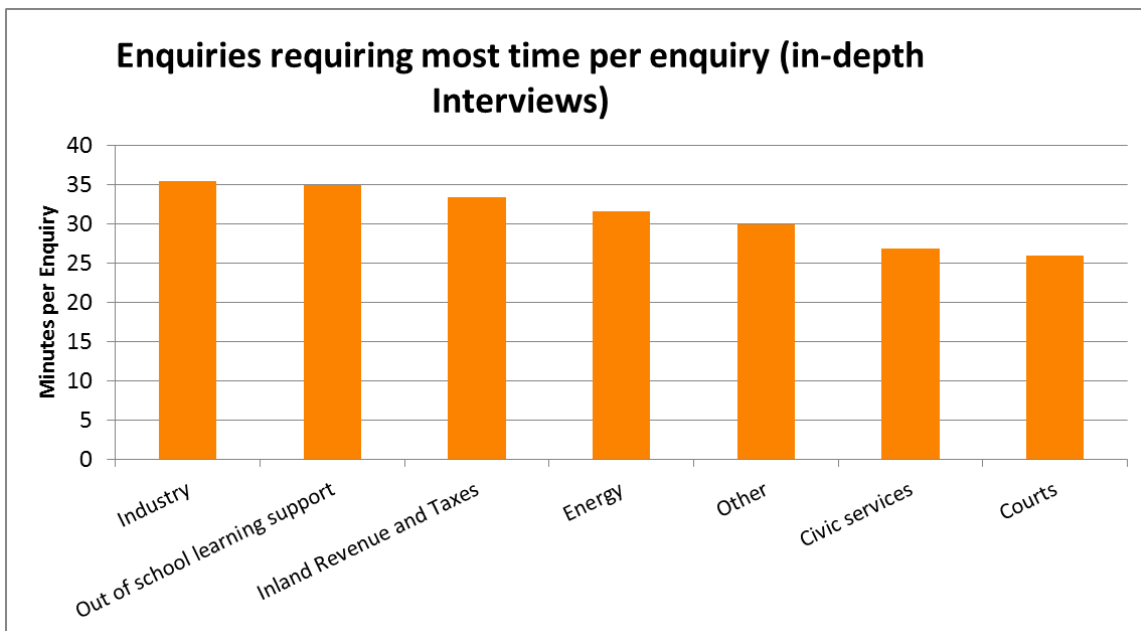


## Client Enquiries

The top ten enquiries that we receive reflect the range of issues that people experience in their daily lives. This ranges from issues relating to employment, housing, financial difficulties, consumer law and much more. These top ten categories remain relatively steady across time.



The graph below shows the types of enquiries which are on average the most time consuming to deal with. This is a combination of enquiries which are relatively rare (such as those relating to Māori land) and those which are more common such as finding work and emergency housing.



## Top 10 CAB Enquiries – a five year comparison

Top 10 In-depth Enquiries	2017-18	2012-13
Rental housing	258	138
Relationships	223	125
Conditions of work	222	96
Consumer law	172	170
Neighbourhood problems, disputes and pressure groups	127	122
Vehicles	114	28
Budgeting and General Financial Difficulties	108	67
Domestic ownership	89	64
Citizenship and immigration	85	54
Legal services	83	87
<b>Grand Total</b>	<b>1481</b>	<b>951</b>

### The enquiry

Client is a mute lady, who was bought into the Bureaux by a Geneva Elevator representative (specialist in employment of disabled). She is Tongan, in her 40s and lives in South Auckland. Communication is very difficult, she was referred to our branch by another CAB as we have a Tongan volunteer and the other branch thought we might be able to communicate more successfully.

The client wanted advice on her immigration status. She had been declined treatment for developing diabetes as she has no documentation to prove she is legally in NZ. She has been in NZ for over 30 years, having arrived here as a child. She holds a Tongan passport, which is a replacement as she lost the original one. She has a copy of her birth certificate.

The client has been working in NZ for many years, and has an IRD number. She has a partner who is a NZ citizen.

### How we helped

The volunteer made contact with the Tongan Consulate, and used the information on the birth certificate to put in a request to trace the original passport, in case there was evidence that residency was granted. The volunteer also called the Otago Community Law Centre, verified the client would qualify for their legal assistance, and checked that they could assist with applications to the Immigration department.

The support worker gave us some feedback two weeks later.

The client went to an appointment with the OCLC. Some work was done to trace her family which revealed she had a sister living here. There had been no contact for many years. The sister was approached for information and it was found that she was holding the client's original passport, which was thought to be lost. The passport

had a permanent residency sticker, so the client is legally resident in NZ. There had been no response from the Consulate.

The support worker will now assist in applying to have a permanent residency sticker fixed to her new passport, which will enable the client to access the healthcare she needs.

The support worker was very relieved, as another client had just been deported for overstaying.

**Category** – Residency

**Time Taken** – 45 Minutes

## CAB as Community Hub

### Information about local services held on our Community Database

The CAB hosts a database of local services and organisations that we use to help clients connect to their local community and get additional help and support. This database enables our volunteers to search across an integrated, New Zealand-wide database of local and national community services and information. Much of this database is accessible to the public and other organisations via our public website- <http://www.cab.org.nz/gethelp/sor/Pages/home.aspx>.

There are **8886** local services and organisations listed in the CAB database in the Auckland area, and these are all actively rechecked to ensure that they are up to date. As part of our core commitment to the quality and accuracy of the information we provide we **actively recheck** each entry in this database at least once a year to see whether any information needs to be added, updated or removed.

### Services hosted by the CAB

- Justice of the Peace Service desk
- All other services are CAB operated

### Service Update

- Continue to operate 9:00am to 5:00pm weekdays
- Investigating the feasibility of a new Immigration Clinic onsite

### CAB Volunteers

- Number of Accredited Bureau Interviewers – 22
- Number of Bureau Interviewers working through mentoring/probation – 4
- Number of Bureau Assistants – 5