Waiheke Local Board Feedback on the review of CAB Services

Current relationship

What is your relationship with your local CAB?

The Board has a positive relationship with the local CAB in a proactive role. They receive a six monthly/annual report.

Value of the service

What is the value of your local bureau service to your community?

The board see the present CAB system as very good and essential that it is retained. It is meeting a need that is not being met elsewhere and needs to be flexible enough to meet Waiheke's needs.

The CAB assists members of the community with a variety of issues including employment contracts (e.g. foreign workers/payments) and accommodation issues. The local CAB seems to be busy particularly with older members of the community who ask a wide variety of questions.

Equity and fairness

The bureau is funded on a population basis what would you like to see in terms of responsiveness to social issues in your community and how the bureau is funded?

Waiheke has a gap in provision around visitor information and because of the location of the local CAB it is providing this service to visitors. The board would like to see the funding model recognise this additional service from the large number of visitors to the island. Also a population based approach might not be enough and needs a more bulk funding model.

The CAB report could have wider awareness from both board members and the community. The relationship with other community groups needs to be better understood.

Auckland Citizen Advice Bureau ACABx

What is your understanding of ACABx role?

Low/poor understanding.

Aspirations for the future

What would you change if you could?

Board members are not aware of any issues and welcome open dialogue if there are any.

A greater understanding of role and reporting would be valuable.

If tourism information was an agreed role of the CAB due to location and opening hours then possibly consider adding a visitor booth.

The board are concerned that the review is a budget cutting exercise and instead an increase is needed.