

Guidelines/information for a good community directory listing:

- **Organisation name and detailed description of services** – Please ensure it has a clear and accurate name that will make sense to the public and has a good description of the organisation - making it too short makes it harder to find. Use 'they' instead of 'we' as **it should not read like an advertising blurb**. Assume people reading it have no prior knowledge of the service. A well-written listing should also provide enough information, that is easy to understand, so that the person reading it can decide whether they want to progress to actually contacting the service provider. Include such things as ages catered for, any criteria people have to meet to use the service etc etc.
- **Organisation contact details, an email address is required (one that is regularly monitored)**. A phone number, website, Facebook page are also good but are optional.
- **The coverage area** – Must be in Otago and Dunedin but can include info for other areas covered such as Balclutha or north of Dunedin and through to Alexandra but not to include areas that would be covered by the other nearest CAB's - Queenstown, Oamaru and Invercargill.
- **Contact people** (with a phone number, email address, website, online enquiry form URL etc
- **CAB also need consent for information to be made public (or not)** and also if you supply a contact which form of contact is the preferred method. (phone or email)

CAB may be able to create a listing if one doesn't exist if it meets the criteria. If they are part of a national organisation, that is already listed with all the relevant information similar to the local branch, then a separate listing cannot be created.

Also, to note is that the system will annually send an automated email to the primary email address supplied, asking the organisation to check their details and respond back with any updates/changes required.

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Website: www.cab.org.nz

