



## Newsletter June 2021

We help people know and understand their rights. Got a problem? Ask us. We are free and confidential. We can help you. Want to find a community group? We have over 2000 community groups listed.

### Kia ora

CAB helps people to find solutions to their problems. Sometimes the problems are complex and can take many months to resolve; sometimes it takes a third party like CAB to alert agencies to the extent of the problem. Here are some examples of issues we encounter:

- Forms can be misinterpreted and, for example, a client seeking emergency housing was asked where they want to live and specified some suburbs they thought would be ok. In fact the client simply wanted to live on a bus route. Once Kainga Ora understood the client's true needs housing was found
- Some clients only text to reduce their costs. This means they use their phone infrequently and forget to keep it charged. When they don't respond they may end up back down the list for the help they require
- If clients have been living in, say, a boarding house or couch surfing they will have no furniture. Even if they are offered emergency housing the thought of having to furnish it from a limited income is daunting
- Sometimes clients have struggled on in dire circumstances and only reach out for help at the last possible moment. We help get the message to Work and Income and other agencies. Recently, once we explained a client's circumstances, we were told to tell the client to "come and sit outside my door - I will see them next"
- People who are new to New Zealand struggle to understand our systems. Formal language and government forms can be difficult at the best of times let alone when you are from a country where trust in the government is low.

We help with many issues and in the last month helped clients with family, housing, immigration, debt, traffic offences and employment issues amongst others.

Nga mihi nui

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