



A weekly feature on the
communities in
Horowhenua & Kapiti

Caring for Our Community

This week's feature—Citizens Advice Bureau

Volunteers at Citizens Advice Bureau find working for the organization an interesting way of helping people because they themselves are learning all the time. The enquiries that come into any CAB office range across a variety of issues including legal, personal, education and health, neighbourhood disputes, housing, transport and finance. All information given is free and confidential. There are 87 CABs throughout New Zealand, all required to meet a specific set of standards. Every CAB is audited every two years to ensure they are meeting those standards and can continue to offer the service.

In the Kapiti and Horowhenua areas there are three CABs – in Jack Allen House in Durham Street, Levin, upstairs in Coastlands and in Main Street, Otaki.

Before someone can begin to work as a CAB volunteer he or she takes part in an extensive training course.

Levin CAB has recently had a new intake of volunteers and have a training course ready to go next week. Kapiti and Otaki CABs are combining for their next training course and while there are now enough new trainees for Kapiti, Joan Black of the Otaki CAB says they would be very pleased to hear from anyone willing and able to offer some time on a rostered basis to help out in the Otaki office.

Training does not begin and end with this initial course – because legislation and processes are constantly changing, CAB volunteers are kept up to date with regular trainings on topics of interest.

The resources available to CAB volunteers are vast in terms of the data they have available in



Volunteers Marjorie and Anne in the Kapiti CAB office.

pamphlet form and also the information available on the Internet, however the three local chairpeople – Annje Landers in Paraparaumu, Joan Black in Otaki and Aldyth Sanson in Levin – say they do not find solutions to people's problems.

"What we do is give people information and options and it is then up to them to do what they want to do. We are helping people to reach a decision or find a resolution themselves," Mrs Landers says.

"We may write a letter for them if they find that difficult and we offer an advocacy service if they need someone to accompany them to an appointment with a government department, organisation or business."

The Levin office offers some ancillary services to clients.

Mrs Sanson says they have a driving scheme to take people to appointments with doctors and hospitals in Palmerston North "and we're always looking for volunteers for that. We have a free

legal service on Thursday night for which we are very thankful to the local lawyers. We also take bookings for the visitors' bus which travels to Palmerston North hospitals and rest homes on a Thursday afternoon and while we are not a food bank, we do take applications for food parcels."

Contact the local Citizens Advice Bureau by phone. If there is no one in the office leave a message on the answerphone or contact them by e-mail.

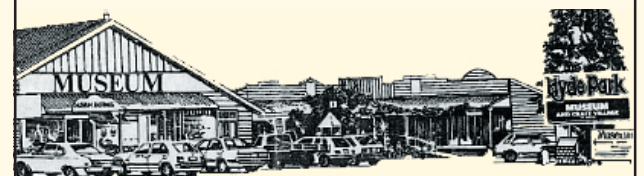
Levin: 06 368 9521; cab.levin@xtra.co.nz

Otaki: 06 364 8664; cab.otaki@xtra.co.nz

Kapiti: 04 298 4944; cab@kapiti@xtra.co.nz

There is also a freephone number, 0800 367 222 (0800 FOR CAB) which can be used from anywhere in the country to access your nearest CAB office.

Adventure of the week



HYDE PARK MUSEUM

. . . on State Highway 1, Te Horo, is a presentation of early New Zealand artifacts. Open Tuesday - Sunday, 10am to 4pm, admission is free. Donations appreciated. Children are welcome. There is a cafe on the grounds making it a good all weather outing.

Ask Electra...

QUESTION:

How do I find out where power cables are on my property?

ANSWER:

The best and safest way is to hire a contractor who has specialised cable location equipment to mark the route of the cable. Linework (Paraparaumu 902 7693 or Levin 3687731) has locally based people to carry out this work. Alternatively, look in the yellow pages under "Cable Installation and Maintenance" for the names of other contractors."

QUESTION:

How do Electra's prices compare with the prices charged by other electricity lines companies?

ANSWER:

For an average household customer using 8000kWh of electricity per annum, Electra prices are lower than average when comparing all the network companies in New Zealand.

When our sales discount is taken into account, Electra has amongst the lowest prices in New Zealand for an electricity lines company.

Energy saving tips for the bathroom

- Time yourself in the shower and then aim to reduce that time by just a minute
- Install an energy saving shower rose – recommended flow is between 6 and 9 litres per minute. **Reduction of flow by 4 litres per minute can save up to \$50 per person per year.**
- Heated towel rails are great, but use a timer if possible. Most towels will dry in 8 hours
- Use a plug when washing in the hand basin
- Minimise the amount of time you use the bathroom heater
- Fix any leaking hot water taps – they could cost you up to \$30 per year
- Hot water cylinder temperature should be between 55-60 degree C
- Fit an insulation blanket on your hot water cylinder if possible
- If you are contemplating a new electric cylinder make sure it is an "A" Grade one
- **Remember - if you are thinking of changing to gas hot water - think twice. Using night rate electricity and a large capacity cylinder will mean all the hot water you need and running costs comparable to gas.**



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