

**WAITAKERE CITIZENS ADVICE BUREAUX (WAICAB) & COUNCIL  
AGREEMENT 2003-2006**

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## **AGREEMENT**

**BETWEEN WAITAKERE CITIZENS ADVICE BUREAU INCORPORATED  
("WAICAB")  
AND THE WAITAKERE CITY COUNCIL ("Council")**

### **BACKGROUND**

Council is committed to achieving a sustainable, dynamic and just city for the residents of Waitakere City.

The key goal of Council's funding agreement with WAICAB is to enhance its provision of local information services and information infrastructure for the City. Schedule 2 describes Council's objectives for its relationship with the Bureaux.

Council wishes to continue to provide resources and assistance as described in this agreement to WAICAB and aid them in the achievement of their objectives.

During the 2003/2004 Annual Plan Council agreed to enter into a 3 year funding agreement with its recognised funding partners (*Resolution: 1335-2003*). The three year contract provides a longer term commitment of support to WAICAB, with performance indicators and targets being set annually, through a negotiation process. The level of funding will continue to be set annually through Council's Annual Plan process.

This funding agreement is being entered into between Waitakere City Council and WAICAB. WAICAB is the organisation set up to administer the annual payment for services that the Council wishes to support in relation to Waitakere City and its disbursement to all Bureaux. This funding agreement covers the financial years from 1 July 2003 to 30 June 2006.

The Bureaux belonging to WAICAB are members of the New Zealand Association of Citizens Advice Bureaux Incorporated (the "Association"). The Bureaux in Waitakere City that WAICAB represent are committed to providing an information and advice service to the community of Waitakere City in accordance with their constitutions and the aims, rules, membership standards and policies of the Association.

WAICAB and Council wish to record their agreement as follows:

## OPERATIVE PART

### 1. Relationship

- 1.1. Council and WAICAB commit to the following principles:
- a) Open honest communication;
  - b) Accountability and trust;
  - c) Positive problem-solving attitude;
  - d) Respect for each other's independence;
  - e) Striving to achieve joint objectives and the objectives of each organisation.

### 2. Council's support

- 2.1. Council agrees to a three year service agreement, commencing 1<sup>st</sup> July 2003 – 30<sup>th</sup> June 2006. The ongoing funding of WAICAB is dependant on the successful achievement of Performance Indicators and targets set out in Schedule 4.
- 2.2. Council agrees to pay for services a total of \$292,000 plus G.S.T to WAICAB. during the period from 1 July 2003 to 30 June 2004 ("Contract Period"). The funding for the 2003/4 year includes a sum of \$17,000 for increased operating costs divided over the two payment periods. An additional lump sum of \$20,000 for refurbishment and relocation costs for the temporary accommodation of Glen Eden CAB is payable in the first period. Payments will be made in two instalments. The schedule of payments will be as follows:
- 1<sup>st</sup> payment: July 20th 2003: \$190,334 plus GST  
2<sup>nd</sup> payment; February 10<sup>th</sup> 2004: \$121,665 plus GST. All payments are subject to receipt of satisfactory reports and meeting the targets as set out in schedule 4.
- 2.3. The amount of funding provided by Council to WAICAB will be negotiated each financial year and confirmed by Council's Annual Budget.

### 3. Bureaux services

- 3.1. WAICAB shall:
- a) provide the services set out in Schedule 1 ("Services");
  - b) assist Council to pursue its objectives as set out in Schedule 2;
  - c) use its best endeavours to meet the performance targets set out in Schedule 4;
  - d) monitor its performance against the performance measures as set out in Schedule 4.

- 3.2. WAICAB shall provide a free and accurate information and referral service, where appropriate this will include linking individuals and agencies across Waitakere City. This service will be easily accessible to all residents of the City, and services will be provided in culturally appropriate ways to meet the needs of the diverse population of the City. Towards this, WAICAB and the Waitakere City Library and Information Services will explore opportunities and develop a co-operative and cohesive relationship.
- 3.3. It is recognised that the Bureaux are required to meet membership standards set by the Association.
- 3.4. Approximately 4 months prior to the end of this agreement, WAICAB will enter into negotiations with WAITAKERE City for the next years funding period. Any funds held by WAICAB or the Bureaux will be taken into account in the funding application.
- 3.5. At the end of the first quarter, WAICAB will assist Council staff with budgeting and planning for the next financial year. Dates and agreements for deadlines for these are attached as to schedule 5.
- 3.6. Presenting Annual reports on behalf of individual CABx and WAICAB.
- 3.7. WAICAB will demonstrate their accountability by:
  - Participating in the annual performance indicator surveys as organised by Waitakere City Council
  - Monitoring the budgets of individual CABx and WAICAB
  - Taking into account any funds held by WAICAB and each individual CAB in the annual grant application
  - Presenting annual audited accounts for WAICAB and each individual CAB
  - Presenting Budget and Business Plans with their application as per schedules 5 and 6.
  - Undertaking long term strategic planning for the years 2003- 2006. In the preparation of the WAICAB Strategic Plan as per schedule 6. due recognition should be given to Council's and New Zealand Association of Citizens Advice Bureaux (NZACABx) strategic aims and objectives as outlined in Council and NZACABx documents, including the Council's Annual Plan and Budget, the Long Term Community Consultation Plan and the Annual and Strategic Plan 2000/2001 to 2009/2010

#### **4. WAICAB's other responsibilities**

- 4.1. WAICAB and each Bureau will acknowledge Council's support as per schedule 4. This acknowledgement will comply with the Association's membership standards.
- 4.2. WAICAB will ensure that it meets all its legal obligations under the Health and Safety In Employment Act in relation to the health and safety of its staff, volunteers and visitors.
- 4.3. Alternative sources of financial and other support continue to be explored by WAICAB.

#### **5. Reporting to Council**

- 5.1. WAICAB will provide to the Council's Representative, as per Schedule 5:
  - a) A written six monthly report which records a comparison with the same period of the previous year and in accordance with the requirements of Schedule 3, within 30 days of the end of each six month period.
  - b) Its audited financial statements (consisting of a balance sheet and a statement of income and expenditure as at 30 June 2003 (in respect of the Contract Period) upon their completion on or before the WAICAB AGM.
  - c) WAICAB Annual Business Plans should be prepared with each Bureau in respect of the Contract Period and upon adoption by its management committee be forwarded to Council as per schedule 5.
  - d) An annual report is required as per schedule 3, by July 31<sup>st</sup> 2004.
- 5.2. WAICAB will support at least one presentation to a Council committee during the Contract Period, as requested. Council's Representative will provide at least one month's notice of the requirement to make a presentation prior to the committee meeting date.

#### **6. Liaison between Council and WAICAB**

- 6.1. WAICAB will liaise with Council staff on a continuing informal basis in relation to matters covered by this agreement and any variation of it. Any variations of this agreement require the written agreement of Council and WAICAB
- 6.2. Both Council and WAICAB will use their best endeavours to exchange information, which is relevant to each other's activities.

- 6.3. Both Council and WAICAB acknowledge that each has confidential information, which may be withheld from exchange or reporting.

**7. Resolution of disputes**

- 7.1. If Council or WAICAB have any dispute or issue in connection with this agreement, either party may refer the matter to the Chair of the Society or the Manager, Library & Information Services by giving written notice to the other party, as soon as practical, in order to provide an opportunity for the receiving party to respond. Within 10 working days of receipt of such notice, the receiving party shall respond to the dispute or issue raised. The parties shall use their best endeavours to resolve the dispute or issue.
- 7.2. If the parties are unable to resolve a dispute in accordance with clause 7.1, the parties shall refer the dispute to an independent mediator. Council will bear 50% of the costs of the mediator, with the other 50% borne by WAICAB

**8. Other**

- 8.1. Council's Representative will be a person nominated by the Chief Executive of Council to receive reports and notices and perform other matters set out in this agreement. Until otherwise notified in writing by the Library & Information Services Manager, Council's Representative is Jo Brewster.
- 8.2. The parties acknowledge that their intention is to maintain and continue to develop a joint approach to the attainment of Council's objectives as set out in Schedule 2. The parties expect that an annual reappraisal of needs and opportunities on a joint basis is required and that any subsequent agreements will build on achievements and the relationship.

**SIGNED** on the        day of

Signature of **WAITAKERE CITIZENS ADVICE BUREAU INCORPORATED**

In the presence of:

\_\_\_\_\_  
\_\_\_\_\_

The common seal of **THE WAITAKERE CITY COUNCIL** was hereunto affixed

In the presence of: \_\_\_\_\_

\_\_\_\_\_

## SCHEDULE 1

### DESCRIPTION OF BUREAUX SERVICES

WAICAB shall ensure that each member Bureau provides a confidential, accurate broad-based general information, advice, referral and specialist service, free of charge, to individuals within Waitakere City.<sup>1</sup>

This includes:

- receiving and dealing with enquiries by telephone, fax, e-mail, and visitors to the Bureau
- providing information, advice and referrals
- providing advocacy
- providing specialist services
- maintaining an information database and up-to-date resources.
- providing community contacts.
- where required, linking individuals with other appropriate agencies across Waitakere City.

To meet the needs of the increasingly diverse population of Waitakere City, Waicab shall ensure that all services are provided in a culturally appropriate manner.

Each Bureau will be open and attended during the hours of 9 – 4 Monday to Friday. Where demand for services is demonstrated , Bureaux will trial extended opening hours including Saturday morning, where volunteer resources allow.

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<sup>1</sup> WAICAB may enter into contractual arrangements in which information may be sold to commercial interests, or contracted to maintain information databases by agreement. Charges may be made for pamphlets, books, etc. which the Bureaux themselves have to pay for, and other services which the Association has advised Bureau payments may be received.

## **SCHEDULE 2**

### **COUNCIL'S OBJECTIVES**

Council has set the following policy objectives for its funding with WAICAB

1. Foster a continuing relationship between Council and WAICAB which strengthens local information services and infrastructure within Waitakere City.
2. Enable access by a wide range of residents to Bureaux services and information.
3. Communicate accurate and helpful information to assist residents in their choices concerning their wellbeing, including education, health and housing, their rights and responsibilities, and their life-long learning.
4. Co-operate with other community organisations to encourage an integrated approach to meeting the objectives above.

## **SCHEDULE 3**

### **CONTENT OF ANNUAL AND SIX MONTHLY REPORTS**

1. Six monthly reports will be provided to Council by WAICAB and will contain:

- Statistics relating to the use of each Bureau in the six month period which are provided to the Association.
- Results comparative to the same period of the previous year.
- Comments about trends in relation to each Bureau's activities or the community.
- Comments on progress in relation to each Bureau's Business plan.
- Six monthly statistics collated by WAICAB in relation to Schedule 3 will include the 4 Waitakere Bureau

2. Annual Report will be provided as per 3.6, The content of the report shall include:

- A total of 2003 - 2004 statistics from each Bureau
- Goals achieved
- Report on Targets and progress
- Report on feasibility of extending accessibility including opening hours
- Details of funding applications made
- Details of service contracts entered into with other organisations.
- Details of methods of publicity used by each Bureau and WAICAB
- Report on ethnicity of CAB clients.

## SCHEDULE 4

### 2003 – 2004 WAICAB AND BUREAUX PERFORMANCE MEASURES AND TARGETS:

Note: Targets and Performance Measures to be set annually.

1. **Target:** That WAICAB acts to raise the awareness of residents to Council's support for the provision of CAB services in Waitakere City.

**Indicators of Performance:**

80% awareness stated in the Omnibus survey in the 2003/4 year.

Media releases acknowledge the support of Council by the inclusion of the Council logo and/or a standard phrase which acknowledges Council's support for Citizens Advice Bureaux.

Including:

- On Publicity or promotional materials
- Within formal reports and at public events.

2. **Target:** That the quality and accuracy of information and service given by each Bureau is rated satisfactory or higher by customers. This will be measured through a number of mechanisms including Council's survey, 'mystery shopper' survey and the Association's biennial review.

**Indicator of Performance:**

85% customer satisfaction with quality of information and service levels

3. **Target:** That six monthly and annual reports showing the statistics including user demographics and the data that each Bureau provides to the Association and comments are forwarded to the Library & Information Services Manager for submission to Council

**Indicator of Performance:**

The six monthly and annual reports are produced within the requested timeframe.

4. **Target:** That new migrant and ethnic communities are aware of the services available, and know how to contact the Bureaux.

**Indicator of Performance:**

That demographic usage of CAB services reflect the ethnic diversity of Waitakere City.

5. **Target:** That volunteers and staff of each Bureau are representative of the demographic of the community that they serve and the ethnic diversity of the city.

**Indicator of Performance:**

Each Bureau actively liaises and networks with at least 3 different representative ethnic groups or societies within the local community to promote volunteer recruitment in the 2003/2004 year.

- 6 **Target;** That there is a growth of usage indicated by the increase in the total number of enquiries annually.

**Indicator of Performance:**

The number of enquiries is greater than that of the previous year.

- 7 **Target:** Maintaining up to date and accurate information on the WAICAB database by:
- updating all information annually. Where resources allow, more frequent updating will occur.

**Indicator of Performance:**

90% of all entries are accurate.

- 8 **Target:** Each Bureau complies with NZACAB membership standards and to undergo a review when required by the Association.

**Indicator of Performance:**

Compliance with NZACAB standards, policies and practices.

9. **Target:** Enhancing the CABx e-community provision.

**Indicator of Performance:**

In the 2003/4 year report on the progress of potential electronic service delivery options in future CABx service provision. The results of any national or regional initiatives are to be reflected in the WAICAB 2003 - 6 Strategic Plan.

- 10 **Target:** That the telephone information and advice service meets the minimum standards.

**Indicator of Performance:**

No calls go unanswered.

This measure is met by:

- During office hours the telephone is answered within 5-6 rings.
- Outside of office hours the caller receives a message informing them of opening hours
- All bureau have a call divert system in place

- 11 **Target:** That WAICAB leads or participates in the development of regional initiatives for enhancing, improving and expanding CAB services to the community.

**Indicator of Performance:**

The creation of one joint venture initiative with any or all of the CABx in the Auckland Region in the coming year.

- 12 **Target:** Ongoing development of Library and Bureau collaboration.

**Indicator of Performance:**

Participating in at least 2 joint library/CAB activities in the coming 12 month period, which can be integrated in to the long term operation of both Libraries and CABx.

**SCHEDULE 5****REQUIRED ACCOUNTABILITY AND TIMELINES 2003/2004**

<b>MONTH</b>	<b>DATE</b>	<b>ACTIVITY</b>
July 2003	20 <sup>th</sup>	1st Instalment of Funds from Waitakere City Council to WAICAB.(7 months)
July 2003	31 <sup>st</sup>	Annual report to Council
September	30 <sup>th</sup>	Audited Accounts required - AGM
October	20 <sup>th</sup>	Assist Council with budgeting and planning for 2004 – 2005. Present Strategic Plan for the period 2003 – 2006. The 2003 – 2004 Business Plan (implementation) should be included in this.
December	15 <sup>th</sup>	Provide Invoice to Council for February – July period. (2 <sup>nd</sup> instalment of funds)
January	30 <sup>th</sup>	Six monthly report
February	10 <sup>th</sup>	2nd instalment of funds from W.C.C
April	1 <sup>st</sup>	WAICAB, Waitakere City Council and the NZACAB regional representative enter into negotiations for 2004 – 2005 contract
June 2004	15 <sup>th</sup>	Provide invoice to Council for 1 <sup>st</sup> instalment of funds 2004 (7 months)  Present Business plan and budgets with funding application for 2004 - 2005

**SCHEDULE 5;  
CONTENT OF STRATEGIC AND BUSINESS PLANS**

**Strategic Plan 2003 – 2006; The strategic Plan should be relevant until at least 2006.**

I. Introduction by the President of the Board

II. Executive Summary

III. Mission and Vision Statements

IV. Organization Profile and History

V. Critical Issues and Strategies

VI. Program Goals and Objectives

V11 Special Projects

V111. Business Plan 2003 – 2004; This should be prepared annually and include the years plans and projects; how the goals and Objectives will be achieved, by whom, and timelines and resources required, This should be done for any projects also