



Citizens Advice Bureau Mission Statement

Our Goal

The primary goal of Citizens Advice Bureau is to assist people - regardless of their background, gender, ethnicity, occupation, and beliefs - to exercise their rights to obtain fair treatment and thereby improve their lives. The Bureau has long aspired to promote equality and access to social justice, which are objectives that are central to our core values. The Bureau puts clients and the community at the centre of its activities.

The Bureau offers confidential, nonjudgmental information, advice and assistance to all clients who contact the Bureau regardless of their income status or means. The Bureau's aim is for a social environment where everyone feels safe, empowered, and able to fully participate in their community.

The Citizens Advice Bureau aims to connect people with information and referrals empowering people so that they can make independent and informed decisions, therefore assisting them to maximise access to information, low-cost professional legal advice and facilitated dispute resolution.

The Citizens Advice Bureau does not discriminate or means test clients as CAB believes that everyone, regardless of their income status, should have the right to access CAB's -

- free information and referral service;
- low-cost legal service; and
- low cost facilitated dispute resolution service.

Our Goals are Achieved by:

- providing appropriate free information and referral services to clients and the broader community;
 - assisting people to exercise their legal rights, enabling access to low-cost legal advice and the preparation of legal documents at minimal cost;
 - conducting free community legal and mediation education sessions which increase community awareness of the law and facilitated dispute resolution, and thereby empowering people with appropriate information so that they can make informed decisions;
 - producing clear, easy-to-read publications that provide information that is easily understood by a lay person; and
 - providing low cost facilitated dispute resolution.
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