

Volunteer



Volunteer and make a difference

Give your time to your local CAB

**citizens
advice
bureau**



Make a difference - and feel the difference

All over Scotland, thousands of older people volunteer each week in their local citizens advice bureau (CAB).

The Scottish CAB Service offers advice and information services to people who need help with all kinds of problems, from consumer complaints and personal debt to welfare benefits, housing and employment problems – and much, much more. Our service is free, independent, impartial, confidential and available to everyone that needs it. People across the country know and trust us and we help hundreds of thousands of people every year.

Why not see what volunteering in your local CAB can do for you?

With your help we can do so much more

Almost 80% of the people working in the CAB Service across Scotland are trained volunteers. Their effort really helps keep each bureau running.

Use your experience

Many of the people who volunteer in their local CAB have retired, have time to spare and want a new challenge.

You can use the knowledge and experience gained over a lifetime to give something back to your community. You'll get lots from the experience too – new skills, greater confidence and a chance to make more friends.



Different people help in different ways

There are lots of ways you can help keep the CAB running smoothly, such as:

- advising clients
- administration and reception duties
- IT support
- social policy campaigning
- joining the CAB management committee
- fundraising to support the costs of service delivery
- promotion and awareness-raising.

Each of these activities uses different skills – skills that you may already have, or perhaps that you would like to gain. You'll receive all the training you need to carry out whichever role you choose.

People like you volunteer in citizens advice bureaux

Don't just take our word for it. Here's what some of the people volunteering in their local bureau have told us about why they volunteer:

"I know from my own experience how hard it can be to get accurate and impartial advice, especially if you can't pay for it. I would like to make sure other people don't struggle the way I had to."

"The local community have been good to me and my family and now that I have some time on my hands, I would like to give something in return."

"I gained a respect for the work of the CAB during my professional life - it is an essential part of our community and I want to make my own contribution."

"I have always liked finding out about things. The CAB covers all sorts of subjects I don't know much about - I enjoy learning about them."

If you want to know more, get in touch with your local CAB and see how you can make a difference to your community - and feel the difference!

Get in touch

If you'd like to find out more about how you can help make a real difference to other people's lives by volunteering, get in touch.

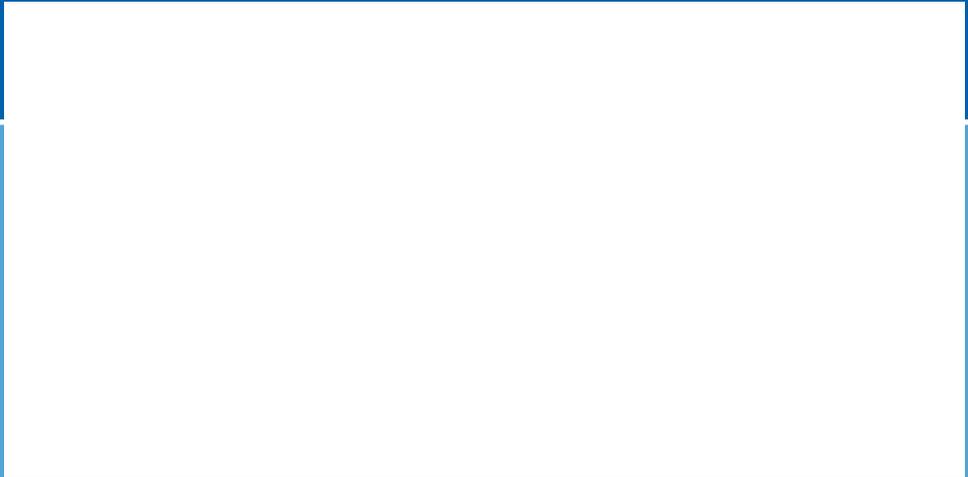
To contact the Citizens Advice Scotland Volunteer Support Team:

- email volunteer@cas.org.uk

To find your local bureau:

- Visit the Adviceguide website www.adviceguide.org.uk/scotland where you can find out more about your rights for yourself
- Visit the Citizens Advice Scotland website www.cas.org.uk to find out more about your local bureau and its opening hours
- Look in the phone book under "citizens advice bureau"
- Use the contact details below.

Your local CAB is:



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