

## Find out more

If you think that you would like to volunteer for your local citizens advice bureau, then get in touch.

You can find your nearest CAB in a number of ways:

- Use the contact details below
- Look in the phone book under "Citizens Advice Bureau"
- Visit the Citizens Advice Scotland website - [www.cas.org.uk](http://www.cas.org.uk)

Your local CAB is:



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Recognised as a Scottish charity, number SC016637

1st Floor, Spectrum House  
2 Powderhall Road  
Edinburgh EH7 4GB  
Tel: 0131 550 1000

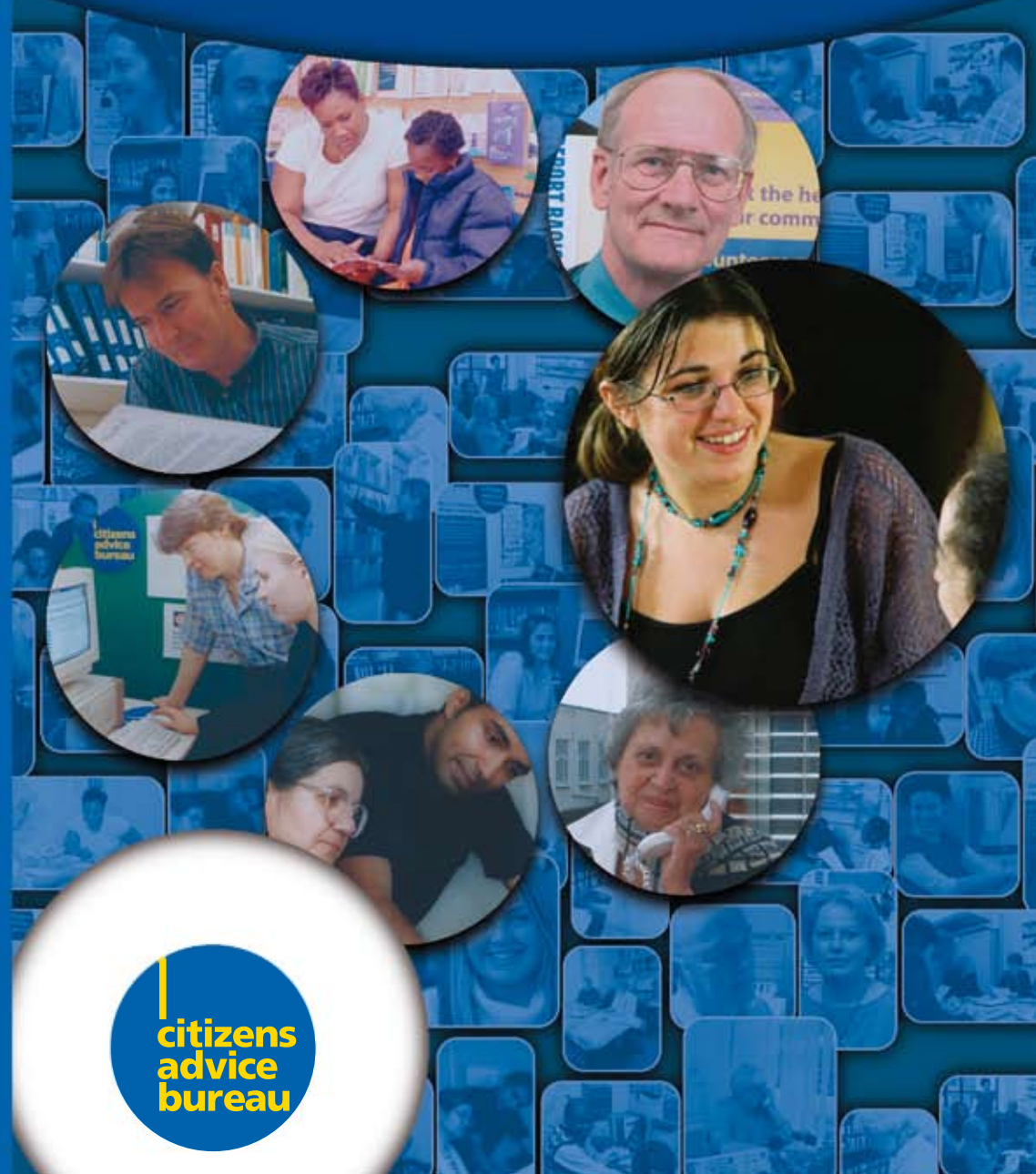
[www.cas.org.uk](http://www.cas.org.uk)

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# volunteering

## make a difference

## feel the difference



## make the difference, feel the difference

Over 80% of the people who keep each citizens advice bureau (CAB) in Scotland running are volunteers, helping many thousands of people each year.

With more volunteers, we could help even more people.

What about you – can you help us make a difference?

### What does a CAB do?

Citizens advice bureaux are a network of independent charities. Each CAB helps the people in its community by providing free and confidential advice, information and support. Whatever the problem, the CAB can help clients find an answer. You'd be amazed by just how much information our advisers can access on just about any issue you can think of, including:

- **Benefits** – questions about entitlements, support with applications and appeals against unfair decisions
- **Debt and money advice** – how to manage debts, improve your financial situation and maximise your income
- **Work-related problems** – questions about terms and conditions, dismissal, redundancy, discrimination and unfair dismissal
- **Consumer issues** – everything from broken kettles to difficulties with gas and electricity suppliers
- **Relationships** – issues relating to splitting up, children, and bereavement
- **Housing** – your rights, including potential or actual homelessness

### What's in it for you? Benefits to CAB volunteers

There are many reasons to consider volunteering in the CAB. Some of them are:

- **Training and skills development** – As well as being both satisfying and challenging in its own right, the fantastic training and support that you get in the CAB can also help you move into paid employment or further education
- **Put your existing skills to use** – Everyone has lots of different skills gained in their home and work lives over the years that are useful to the bureau. Why not put yours to good use? We'll even pay expenses, and volunteering needn't affect your benefits either.

- **Meeting people** – You'll become part of your local CAB's team of volunteers. All CAB staff and volunteers form a huge network, spread across Scotland, that numbers in its thousands.
- **Helping clients, helping the community** – Your contribution in the bureau makes a real difference to people's lives. For example, in 2004/5 the Scottish CAB service helped clients get nearly £41 million in benefits and other financial entitlements.
- **Working for change** – as well as helping individual clients, each CAB is committed to doing social policy work that seeks to solve problems that many people experience at source.
- **Improved health and wellbeing** – volunteering is good for you! Apart from keeping your mind and body active, research conducted among 600+ volunteers in 2004 found that:
  - 71% of volunteers who offer their professional skills and experience say volunteering helps combat depression
  - 63% of 25-34 year olds say volunteering helps them feel less stressed
  - 62% of over 65's say volunteering reduces stress.<sup>1</sup>

### What can you do in a CAB?

There are lots of ways in which you can make a difference – and reap the benefits – and help the work of your local CAB. The roles performed by volunteers are supported by paid staff and include:

- Advising clients
- Administration
- Fundraising
- IT support and development
- Management Committee membership
- Marketing and promotion
- Social Policy work

### Who volunteers in the CAB?

Lots of different people are CAB volunteers. Men and women of different ages with different life experiences from different backgrounds, cultures and countries are giving their time and dedication all over Scotland.

The Scottish CAB service has a strong commitment to equal opportunities. So – if you'd like to volunteer with us then we want to hear from you!

<sup>1</sup> research by ICM, commissioned by CSV Make a Difference Day and Barclays published 28 September 2004