

Citizens Advice Bureau Tauranga Inc.
Te Pou Whakawhirinaki o Tauranga Moana

43 Years of Citizens Advice Bureau in Tauranga

Annual Report

1st July 2019 - 30th June 2020

Citizens
Advice
Bureau



2019-2020 Board Members



Janet Freeman (Chairperson), Sue Walsh (Secretary), Leonora Dixon (Treasurer), Brenda Paterson, Penny Dudfield, Shirleyanne Burch, Wendy Neilson, Jenny Smith (Minute Secretary, resigned March 2020)

Long Service Members

Congratulations

Vivienne Andrews - Life Member resigned 2011

26 Years	Judith Simpson - (Life Member)	9 Years	Tony Booth
	Dick Williams - (Life Member)		Sonya Corbet
24 Years	Shirleyanne Burch - (Life Member)	8 Years	Jill Northcroft
		7 Years	Valerie Taylor
23 Years	Richard Cox - (Life Member)		Barbara Beard
	Kathy Richards - (Life Member resigned June 2019)	6 Years	Wendy Neilson
19 Years	Jan Kaye		Leonora Dixon
14 Years	Diane Stevens	5 Years	Lynn Archer
11 Years	Claire Sligh		Penny Dudfield
10 Years	Colleen Bennett - (resigned May 2020)		Sue Walsh
	Isla Burridge		Joan Forester
	Janet Freeman		Pixie Lochhead
			Paula Cross

LIFE MEMBERS

Vivienne Andrews
Judith Simpson
Dick Williams
Shirleyanne Burch
Richard Cox
Kathy Richards

We have recently heard the very sad news that our Life Member, Vivienne Andrews, passed away in July 2020.

Annual General Meeting Agenda

Held at St Enoch's Church, 16th Avenue, Tauranga on Friday 28th August 2020 at 10.30am

- Welcome
- Adoption of Agenda
- Apologies
- Confirmation of AGM minutes – 22nd August 2019
- Matters arising
- Chairperson's report
- Presentation of financial report
- Appointment of reviewer
- Presentation of certificates
- Election of Officers
- Close

GUEST SPEAKER: To be confirmed

Thank You

To all organisations that have supported Citizens Advice Bureau Tauranga in 2019-20



Thanks also to the Tauranga Citizens Club for use of a room for Board meetings.

Members 2019-2020

Alison Lawrence
Arthur Wilkinson
Barbara Beard
Brenda Paterson
Bruce Puddle
Cath Ansley (re-joined June 2020)
Chris Buckley
Claire Sligh
Colleen Bennett (resigned May 2020)
David Oakley
David Tong
Diane Stevens
Dick Williams – JP
Donald Cable
Felicity McGrath
Gill Wija
Helen Anderson
Isla Burridge

Jan Kaye
Jan Moyes
Janet Freeman
Jill Northcroft
Joan Forester
Judith Simpson – JP
Judy Howard
Julie Eagle
Julie Young
Laurelle Breen
Leonora Dixon
Lynn Archer
Marilyn Power
Marj Nixon
Ngairé Bell
Paula Cross
Penny Dudfield
Pixie Lochhead

Richard Cox
Sharon Hurley – Grimbergen
Shirleyanne Burch
Sonya Corbet
Sue Elsmore
Sue Walsh
Stu Dumbleton
Tony Booth
Valerie Taylor
Wendy Neilson – JP
Manager: Kim Saunders

Minutes of AGM 2019

Held at St Enoch's Lounge, 16th Avenue, Tauranga, Thursday 22nd August 2019 at 10.00am

Chairperson Janet Freeman declared the meeting open and welcomed Bureau members and the Bureau Manager, Kim Saunders. A special welcome was extended to all our Life Members of CABT - Vivienne Andrews, Judith Simpson (apologies), Dick Williams (apologies), Richard Cox, Shirleyanne Burch and Kathy Richards; and Guests – Mayor Greg Brownless, Tauranga City Council, Dani Jurgeleit, Community Development Tauranga City Council, David Pearce, Western Bay Of Plenty District Council, Glenda Berriman, CABNZ National Board Member and CAB Rotorua, with Alan Berriman, Brendon Gardner, Ministry Business Immigration & Employment, and Jack Best.

Present: CABT members: Ann King, Barbara Beard, Brenda Paterson, Chris Buckley, Claire Sligh, Colleen Bennett, David Oakley, David Tong, Donna Smallbone, Dorothy Gibbs, Felicity McGrath, Gill Barnes, Helen Anderson, Isla Burrridge, Jan Kaye, Jan Moyes, Janet Freeman (Chair), Jen Topp, Jenny Smith, Jill Best, Jill Northcroft (Duty), Julie Eagle, Karen Olsen, Leonora Dixon, Lynn Archer, Marilyn Power, Marj Nixon, Michael Grose, Penny Dudfield, Pixie Lochhead, Richard Cox, Shirleyanne Burch, Sonya Corbet (Duty), Sue Walsh, Tony Booth, Valerie Taylor, Wendy Neilson.

The Secretary confirmed that the meeting had a Quorum.

Moved	"That the Notice convening the meeting and the Agenda be taken as read." Richard Cox / Jill Best	Carried
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Apologies: Alison Lawrence, Arthur Wilkinson, Bruce Puddle, Diane Stevens, Dick Williams, Donald Cable, Judith Simpson, Joan Forester, Judith Simpson, Judy Howard, Paula Cross, Sue Elsmore, Terry Crosby.

Moved	"That the apologies be received and accepted." Wendy Neilson / Lynn Archer	Carried
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Confirmation of 2018 AGM Minutes:

Moved	"That the distributed Minutes of the 2018 Annual General Meeting held on 28 August 2018 be confirmed." Michael Grose / Isla Burrridge	Carried
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The minutes were signed by the Chairperson

Matters Arising:

There were no matters arising.

Correspondence:

There was no correspondence arising from the 2018 AGM.

Confirmation of 2018 Special General Meeting Minutes:

Moved	"That the distributed Minutes of the 2018 Special General Meeting held on 20 September 2018 be confirmed." Shirleyanne Burch / Jen Topp	Carried
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The minutes were signed by the Chairperson

Matters Arising:

There were no matters arising.

Correspondence:

There was no correspondence arising from the 2018 Special SGM.

Moved	"That the Annual Report be received and adopted." Janet Freeman / Penny Dudfield / Claire Sligh	Carried
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Chairperson's Report: Read by the Chair, Janet Freeman, from the Annual Report.

Moved	"That the reviewed Performance Report be received." Leonora Dixon / Michael Grose	Carried
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Financial Report: Presented by Treasurer Leonora Dixon

Moved	"That the Performance Report be adopted." Leonora Dixon / Wendy Neilson	Carried
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Moved	"A vote of thanks to the reviewer, Mr D R Pilbrow." Leonora Dixon / Shirleyanne Burch	Carried
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Appointment of Reviewer:

Moved	"That Mr D R Pilbrow be appointed Financial Reviewer for the 2019/2020 accounts." Leonora Dixon / Colleen Bennett	Carried
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Presentation of Long Service Certificates:

Certificates were presented by the Chairperson to:

5 Years: Leonora Dixon, Lynn Archer, Penny Dudfield and Sue Walsh.

10 Years: Claire Sligh, Jen Topp and Terry Crosby (absent).

25 Years: Dick Williams and Judith Simpson who were both absent.

Outgoing board member Dorothy Gibbs was thanked and presented with flowers for her years of service on the board. Dorothy is continuing as a volunteer.

Election of Officers:

The Chairperson asked the Minutes Secretary if all persons proposed for the Board had agreed to serve and had been seconded. The Minute Secretary replied in the affirmative.

The Secretary Sue Walsh was invited to take the Chair for the election of the Chairperson.

Janet Freeman was proposed by Richard Cox and seconded by Dick Williams. As this was the sole nomination for Chairperson Janet Freeman was duly elected.

Moved Wendy Neilson/Shirleyanne Burch CARRIED

Acting Chairperson handed the Chair back to Janet Freeman Chairperson.

One Nomination for Board Secretary was received. Sue Walsh was proposed by Judy Howard and seconded by Michael Grose. As this was the sole nomination for Board Secretary Sue Walsh was duly elected.

Moved Tony Booth/Valerie Taylor CARRIED

One Nomination for Treasurer was received. Leonora Dixon was proposed by Karen Olsen and seconded by Shirleyanne Burch. As this was the sole nomination for Treasurer Leonora Dixon was duly elected.

Moved Colleen Bennett/Tony Booth CARRIED

The nominations for Board members were:

Shirleyanne Burch - proposed by Sue Walsh and seconded by Valerie Taylor

Brenda Paterson - proposed by Isla Burrigge and seconded by Claire Sligh

Wendy Neilson - proposed by Colleen Bennett and seconded by Shirleyanne Burch

Penny Dudfield - proposed by Jan Kaye and seconded by Colleen Bennett.

Moved Claire Sligh/David Oakley.

Claire Sligh thanked Kim Saunders for all her hard work and initiatives she has put in during the year saying, we could not have done it without her.

The Chairperson asked if any of the guests would like to say a few words.

Dani Jurgeleit, Community Development, TCC said congratulations and thanks for serving the community from both TCC and WBOPDC Councils. She said in the course of her job she attends many AGM's and said this was the best run AGM she has been to. She added a special thanks to Kim Saunders, saying Kim is a pleasure to work with.

The Mayor, Greg Brownless thanked CAB Tauranga for all the work they do for the community and for the help and assistance they give at the Citizenship awards.

Glenda Berriman CABNZ, said thank you to everyone, acknowledging that all those not mentioned are the backbone of CAB. She said the write ups are very important at a national level and encouraged everyone to never compromise on the quality service CAB provides.

Brendon Gardner MBIE said thank you from Immigration NZ, reiterating all previous comments from other guests.

There being no further business the Chairperson thanked everyone for attending the AGM and declared the meeting closed at 10.43am.

The meeting was followed by morning tea and very informative speakers from Immigration NZ and Dept of Labour inspector on exploitation of workers.

Signed Chair:

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Date:

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Chair's Report

It is a pleasure to present the 2019-20 report as Chair of CAB Tauranga

It is a pleasure and still something of a surprise to present live, the 2019-20 report as Chair of CAB Tauranga. We have been living through interesting times recently and it's hard to remember the Bureau was delivering services normally for 8 months of this reporting year. This year, more than most, our amazing committed members have maintained our service to Tauranga and the Western Bay of Plenty: If not quite to 'Infinity and Beyond'; we have still reached afar with our trusty 0800 number, particularly during lock down. As of July, we have 44 trained members, working regularly in the Bureau and one part time employee - our manager Kim Saunders, whose expertise, patience and endurance was really tested. We welcomed a group of six trainees in September: Gill, Julie Young, Laurelle, Ngaire, Sharon and Stu. They have completed training and Buddy attachment and become valuable additions in the Ops room. Thanks to the team of members that supported these new members through the induction training and buddying.

CAB Tauranga remains a member of CABNZ and we abide by its Aims, Membership Principles and Policies. Thank you Citizens Advice Bureau National Office New Zealand (CABNZ); for the applications made to and monies received from the Lottery Grants Board as well as your provision of non-cash resources.

This year Learning and Development has been comprehensive. We have had speakers from community agencies, supported Maori language week and Utility disputes. Members have viewed webinars through CABNET and government organisations. Our Health and Safety plan has been revisited including defibrillation training and use of panic alarms in the interview rooms.

Our committed members travel in from as far as Katikati and Papamoa for morning or afternoon shifts in Tauranga. We will install a direct phone service at Papamoa Community Centre replacing,

for now, our twice weekly face-to-face service. A key performance indicator of the Western Bay of Plenty District Council (WBOPDC) remains a regular service in Katikati, where we have trained members available. It is still in the operational annual plan for the future, resources permitting in the future we will also look to take the service to other communities.

This report is a public opportunity to thank our funders and supporters. We are proud the work of the Bureau is recognised and supported by both the Tauranga City Council (TCC) and the Western Bay of Plenty District Council (WBOPDC), through annual service delivery contracts, without which, we could not function. We appreciate the generous support of Haidee Kalirai and Dani Jurgeleit at TCC, and David Pearce from WBOPDC. This year, we obtained additional funding from Acorn, COG's, MBIE, NZ Lottery Grants Board and TECT. I am aware we compete with many other organisations for grants and this is my opportunity to publicly thank our funders for their generosity and recognition of our value to our community. Kim keeps all our funders informed through reports drawn from our enquiry records. They

can include changes in the way people reach the service and pointers to areas of increased concern. Funders give us essential and greatly valued support without which the work of CAB Tauranga would be impossible.

Acorn helped keep us in the public eye with \$1,000 for newspaper advertising and articles. The necessary upgrade of our computers and telephones was achieved through a \$6,000 TECT grant and a new service provider, Global Comms. We can pick up an incoming call from any 'phone, transfer a call to another member, mute and go out of the call loop while we write up a report. Computer speakers allow us to listen to on-line presentations. I find this so much more satisfactory than just watching mouths move...



Promoting the Bureau is maintained with radio advertising from Mediaworks. Thank you Bernie Morgan and Ed Young for all the added value with bonus adverts and the recruitment drive on the community noticeboard. Thanks to NZME for promotion of the New to the Bay Information Sessions and also community noticeboard. Sunmedia have also gone above and beyond to make our budget stretch. For regular presence in the Weekend Sun newspaper, thanks Aimee-Leigh Brunsdon.

Following last year's success, our Manager, Kim entered our 2019 Annual Report into the 2019 New Zealand Charity Reporting Awards. The Tier 4 reporting category attracts over 130 charities. CABT won the Highly Commended Certificate and \$500 again.

Kim together with Tauranga City Council, Western BOPDC, MBIE and Multicultural Tauranga organised a second migrant expo renamed New to the Bay. It proved a good showcase for the Immigration, Employment and IRD information sessions we are contracted to give by the Ministry of Business Innovation and Employment (MBIE). In January, once again IRD facilitated another information session to Tauranga Migrants. CABT is one of thirty Bureaux providing this service to migrants.

The Bureau welcomes other organisations offering services to clients. Justices of the Peace use our premises four times a week and we provide administrative support, reception services and photocopying. Until December 2019 we hosted fortnightly Immigration and weekly Employment clinics. Our Employment clinic, run by members David and Tony has continued successfully by telephone.

Additional Volunteer Member Teams

We have a two shift four-person operational roster, they are working shorter Winter hours this year. Thank you, Sue Walsh, for your continuing dedication to making sure our Op's room is always staffed. The Information and Updating Teams are more of our unsung heroes. I am in awe of Claire, Brenda, Isla and the late Michael Grose for keeping abreast of the masses of work achieved this year, keeping our database up-to-date. The Information team of Marj, Jan Moyes, and Pixie continue implementing the system changes of last year. It means constant attention and many hours to keep our leaflets correct and available. My admiration for them is unbounded - I have attempted this in the past and I was dreadful. I can't finish this section without speaking of my friend and long-time Bureau member Michael Grose. He was a regular shift member and worked in the Updating Team. He trained in 2008 long before computers. He died in February after many weeks in hospital. There was a summer birthday picnic in the hospital roof garden with his wife Jennifer and friends which I attended

by accident. It was the happiest time with lots of goodies and wine. Michael was a man of great charm and kindness, who personified every attribute of a gracious English gentleman. We remember him often and continue to mourn.

Our Peer Review Team continues to do outstanding work keeping the rest of us up to scratch. They all do a day a week on top of the rostered duty shifts. My thanks go to: Penny, Jan Kaye, Lynn Archer, Sue Elsmore, Jen Topp, Chris Buckley, Jan Moyes, Laurelle Breen and Marilyn Power. The additional time you give to the Bureau is enormously valued.

This year, the Social Team of Barbara, Gill Barnes, Penny and Valerie arranged another buy-as-many-horses-as-you-like Melbourne Cup sweep stake in November and a brilliant Christmas Lunch in early December. They always remember you have to book early and again ran an inter-table general knowledge competition to expose the poorly read and badly informed among us. What it also exposed was rivalry red in tooth and claw and, thank goodness, some member's inability to whisper only to their own table. Sadly, because of Lockdown no midwinter social took place but I was saved the humiliation of arguing with the questioner two years running.

I now come to our activities during Lockdown. We closed to the public face-to-face at 5pm on the 20th of March and re-opened on the 8th of June. Working from home we got used to logging in and managing our enquiries in the section for our rostered day and shift and masking our numbers when ringing clients. The whole was coordinated by Kim who was able to receive and organise calls and emails into a form we could deal with. Our National Office (CABNZ) were contacted by National Emergency Management Agency (NEMA) requested assistance from Bureaux to be Super Sleuths finding vulnerable older people they had failed to locate. Personally, I had a ball doing this. We had only the previously unsuccessful contact details to go on and lots of initiative. It is amazing what lateral thinking can achieve. CAB Tauranga 'found' 248 vulnerable adults, the average nationally per Bureau was 70+. Technology has made it possible to do so many wonderful things, that living at the bottom of the world is a positive benefit.

I hope next year is boring and unremarkable except in the quality and dedication of members of this Bureau.

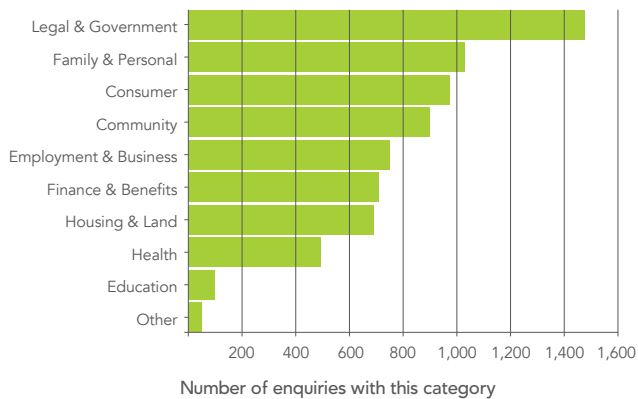


Janet Freeman
Chairperson

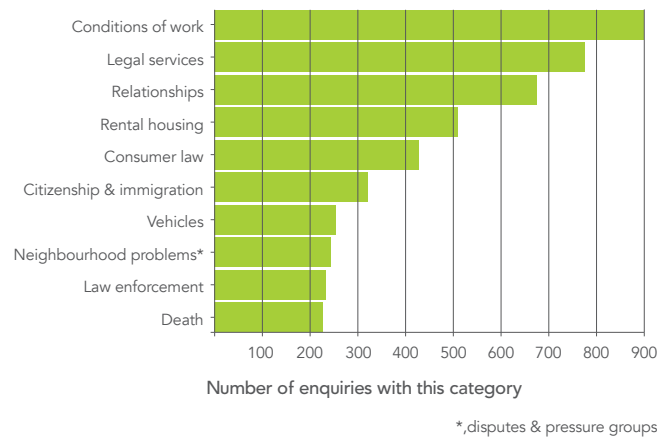
Categories report

When the client comes into the Bureau their issues are defined by the interviewer writing up the enquiry and assigning a least one of hundreds of different 'level three' categories. From here associated categories are combined into 'level two' categories. These clusters from level two are collated into ten broader 'level one' categories. (Please see the graphs below)

Category Level 1



Stakeholder Report Top 10 Categories



Category Level 3

Category Level 3	Number of enquiries with this category
Employment contracts and conditions	533
Justices of the Peace	406
Consumer Guarantees Act including complaints about goods and services	398
Residential tenancy including disputes	371
Employment disputes	364
Access / custody / guardianship	319
Separation and dissolution	232
Wills and probate	200

Category Level 3	Number of enquiries with this category
Lawyers	190
Relationship property	171
Motor vehicle disputes	167
Community Law Centres and other free legal advice	150
General immigration queries	127
Covid-19 (coronavirus)	124
Fences and boundaries	124

This way we can spot trends of client interaction and report to different stakeholders the reasons that clients are seeking assistance from us.

End of Year Statistics

Direct person to person provision of information and advice

Method of Contact	Client Interviews
Phone	4,685
Face to face	1,591
Electronic	649
Other	3

1,756

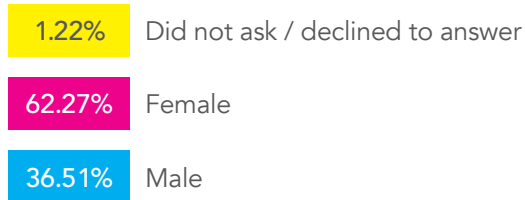
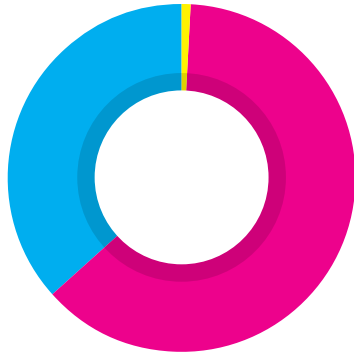
Other bureau services - additional to providing information and advice

3,626

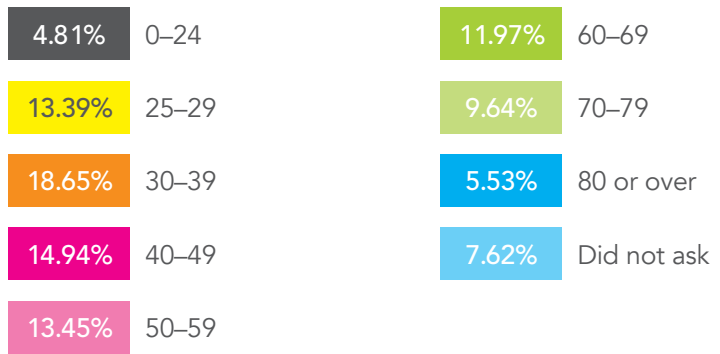
Number of clients attending clinics

Client Profile Graphs

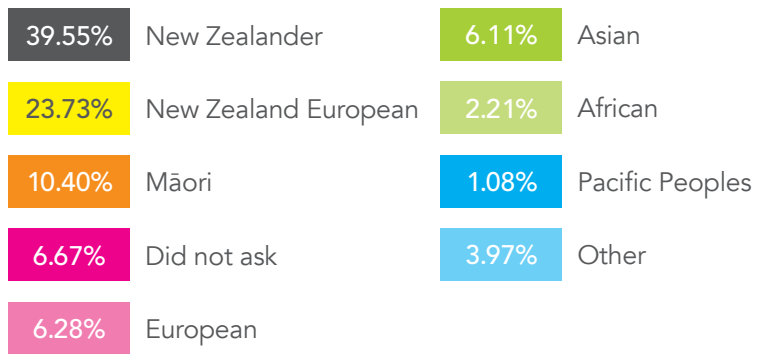
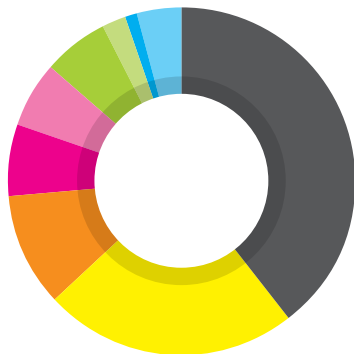
Client Gender



Client Profile Age Groups



Client Profile Summary Ethnicity



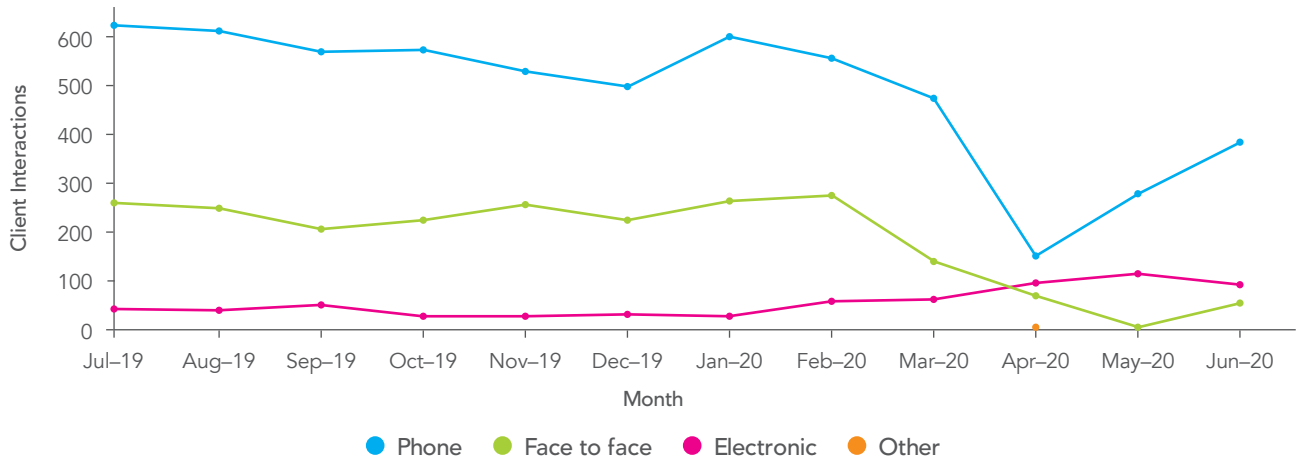
Client Localities

Client Location	Number of Client Interactions
Papamoa	623
Did not ask	525
Mount Maunganui	485
Welcome Bay	366
Greerton	317

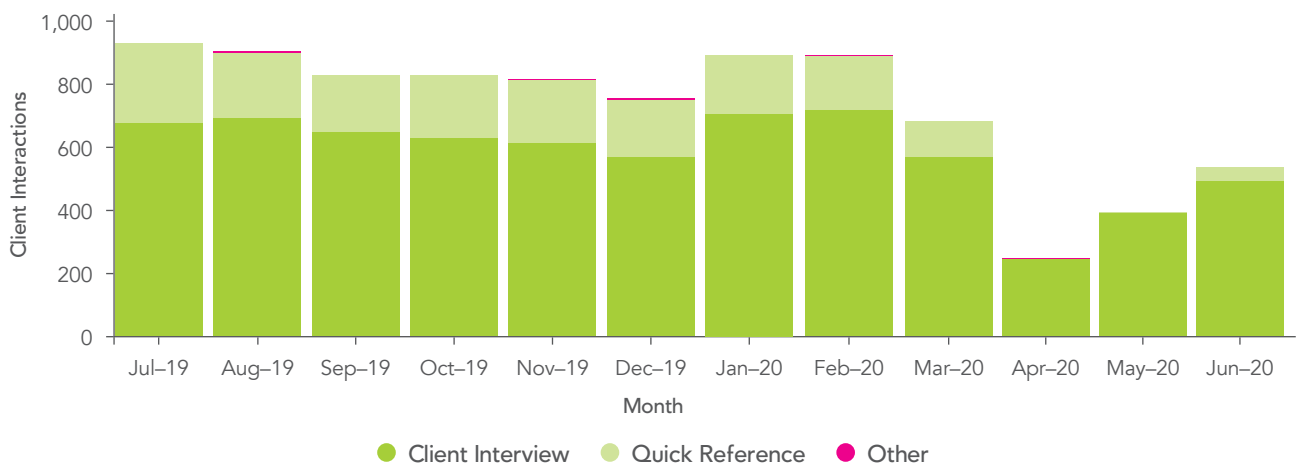
Client Location	Number of Client Interactions
Tauranga	309
Otumoetai	285
Te Puke	233
Waikato	219
Pyes Pa	210

Trends

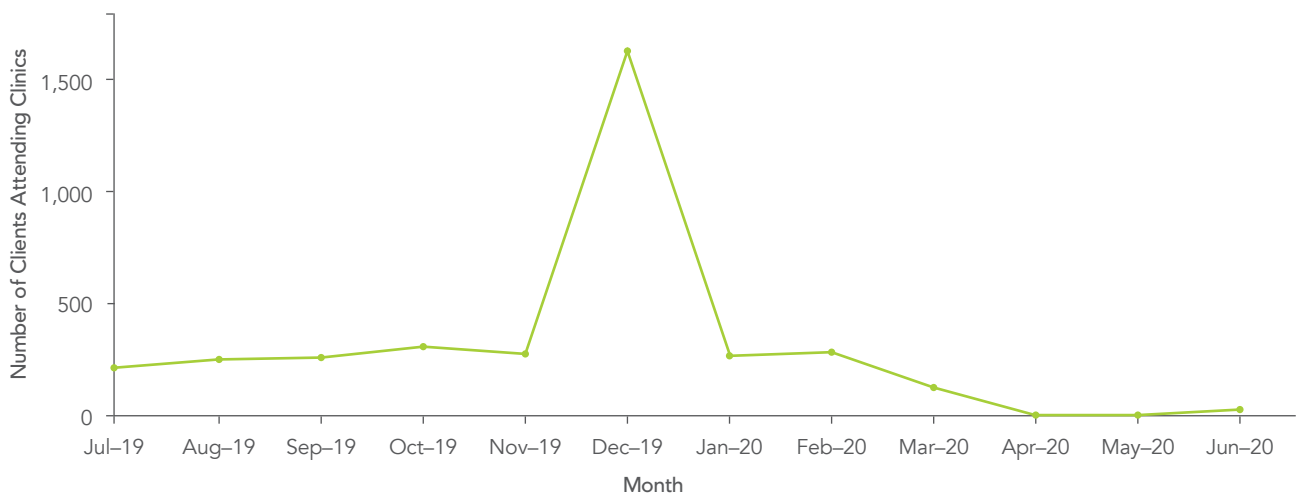
Trends Method of Contact Histogram



Trends Service Type Histogram

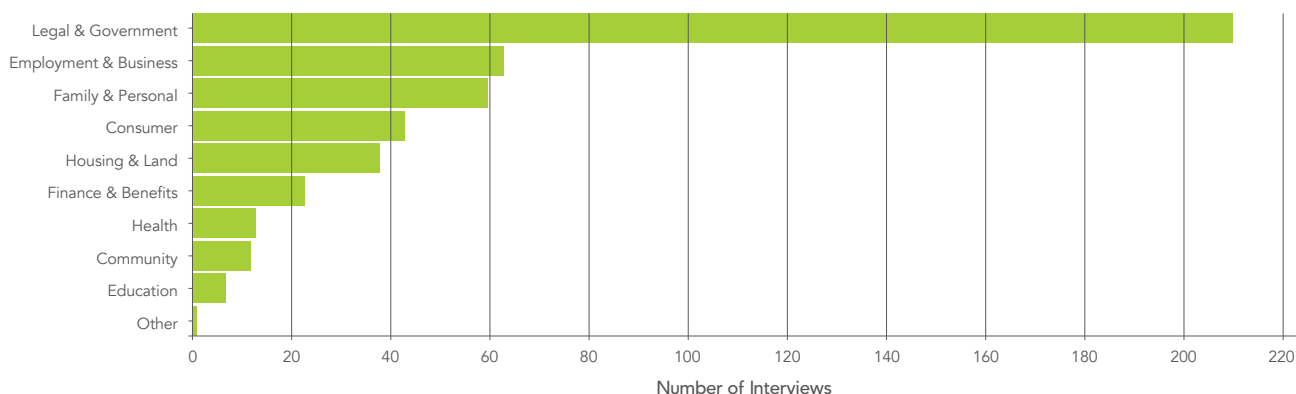


Trends Clinics Histogram

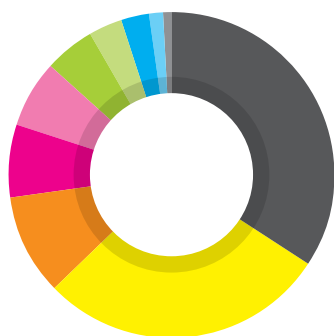


Migrant report

Migrant Report - Top 10 Categories

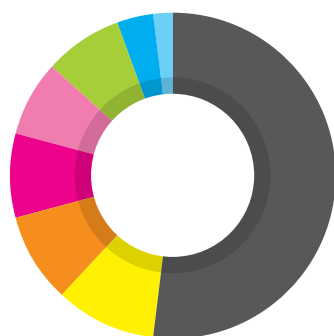


Migrant Client Summary Ethnicity



34.34%	Asian	4.80%	Other Ethnicity
28.54%	European	3.54%	New Zealander
10.10%	Latin American	2.78%	New Zealand European
7.07%	African	1.26%	Middle Eastern
6.82%	Pacific Peoples	0.75%	Māori

Migrant Clients - Length of time in New Zealand



52.01%	5 years or more	7.54%	2-3 years
10.05%	6 months to a year	3.52%	4-5 years
9.05%	Less than 6 months	2.00%	Did not ask / declined to answer
8.29%	3-4 years		
7.54%	1-2 years		

Top 5 Countries of Origin

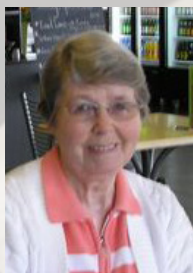
Country of Origin	Count
United Kingdom	63
India	60
Philippines	22
South Africa	20
China	18

Number of Migrant Clients

398

In Remembrance

Tina Kuiper (1994–2010)



Tina Kuiper became a member in December 1994 through to August 2010. Tina was involved in the Management Committee of the Bureau from 1996-1999 and updating our database.

Sadly Tina passed away on 30th November 2019.

Shona Sangster (1986–2006)



Shona Sangster joined the Bureau in February 2006 through to April 2015. Shona was a member of the Management Committee for the periods 2007-2008 and again from 2009-2013. She assisted in the employment recruitment and was always a reliable asset on the team.

Sadly Shona passed away in early 2020.

Michael Grose (2008–Present)



The true definition of “a perfect English gentleman” always available to assist at a moment’s notice and is sadly missed and talked about a lot. Michael joined the Bureau in the “class” of 2008 and the only one of the group that was still a Member. He was on our Management Committee/Board for many years, and an active member of our updating team.

Michael sadly passed away on 28th February 2020.

Employment Appointments

2020

While for the first half of the year operations continued as they had previously, Covid-19 had a major impact on the operation of the CAB Tauranga Employment appointments, as it did with many areas of our lives.

The most obvious being that during the lockdown period we were unable to continue our face to face Tuesday afternoon appointments. Whilst this removed the personal aspects of direct interviews with our clients it had the advantage that we were able to offer an extended service operating five days a week from home.

Initially there was confusion on the part of both employers and employees on the impact of the emergency Covid-19 regulations on existing employment law. Few seemed to appreciate that existing employment law was unchanged during the Covid-19 period.

Whilst there was a small increase in the number of cases during the lockdown period the most significant change was in the type of issues presented by our clients. The largest category during this time was from clients querying whether their employers were applying the new wage subsidy fairly. It quickly became apparent that some employers were not passing on the subsidy to employees or were not meeting their obligations in being approved for the subsidy.

The second major category was an increase in the number of employees being made redundant by employers using the Covid-19 situation as an excuse to avoid their obligations under the existing employment law.

Although the emergency regulations have now been eased we continue to offer a five day service operating from home.

Tony Booth

New to the Bay Expo



In Spring 2019 the newly labelled Expo for Migrants – “New to the Bay” was held at Tauranga Boys College for a second successive year. We changed the day from Sunday to Saturday in the hope that the attendance would be greater and had fingers crossed for better weather, well it couldn't possibly be worse than 2018. Thankfully the weather was much improved and the attendance was up on the previous year too.

We had many different nationalities join us for the day and a mix of new people to the Bay too, in fact one lady had only just moved from Auckland the day before.

Some of the comments received from the survey from newcomers were:

- “The inclusiveness and the range of exhibitions.”
- “Many friendly people, lots of useful, interesting services offered.”
- “The awesome air cadets stand!”
- “Learning and meeting new people.”
- “Finding what there is to do in the Bay.”

The team of CABT volunteer members manned our stall and were ever present throughout the day as the general information desk. We also directed attendees where to go for the Information Sessions for Migrants which we were hosting. Throughout the day there were five sessions available. Knowing your Employment Rights was the first, followed by two on Immigration. These were presented by Sharp Tudhope Lawyers, Michelle Urquhart and Lauren Oiu, the fourth was presented by the IRD on Inland Revenue and Taxes. We planned to have a session on Tenancy but unfortunately no one registered for this.

The Ethkick annual football tournament took place on the playing fields of the school whilst the Expo was on in the school gymnasium.

Many stakeholders both commercial and community were involved and some of their feedback is below:

- “Great opportunity to engage with new migrants to our area.”
- “Chance to network with others in similar line of work.”
- “Meeting new people to Tauranga and introducing them to programmes they may like.”
- “New connections were made with members of the Community and also great to mix and mingle with stakeholders.”

All in all, a very satisfying day.

Kim Saunders

Thanks to The Acorn Foundation for funding towards these articles

Free information session - IRD and you

The Citizens Advice Bureau Tauranga and Papamoa are pleased to announce that they are once again hosting a free information session run by the Inland Revenue Department – ‘Inland Revenue and you’.

This event was successfully held last year so we hope many more new migrants will access the information by registering to attend.

You will learn what tax is and why we pay it, your IRD number, what happens when you start



ADVICE FOR ALL
With Kim Saunders
Citizens Advice Bureau

work and Income Tax, how to contact the IRD Department and much more.

The event is taking place at the Inland Revenue Department Office, 306 Cameron Road, Tauranga, on Wednesday, January 22, 2020, from 12pm-2pm.

Please confirm your place by either phoning our Citizens Advice Bureau Office on: 07 578 1592 or email: tauranga@cab.org.nz by January 20, 2020. You do not have to be

a ‘citizen’ to attend. The Citizens Advice Bureau Tauranga, 38 Hamilton Street offers free, face to face support to new migrants and anyone new to the Bay, we are open 9am-5pm Monday to Friday with no appointment necessary.

The service also operates from Papamoa Community Centre at 15 Gravatt Road, Papamoa on Tuesdays and Thursday 10am-1pm (please note Papamoa will not be open during January 2020).

This is a joint event, funded by Immigration New Zealand in collaboration with the Citizens Advice Bureau and the Inland Revenue Department.

CAB operational and ready to help

Citizens Advice Bureau Tauranga has ramped up its service in the face of a big increase in inquiries. Bureau manager Kim Saunders says people need to know they are still available, just not face-to-face. They have been getting all sorts of inquiries from people caught up in COVID-19 complications.

“Immigration inquiries, lots of employment inquiries – what they can do and what employers can say or not say – people who are supported to be moving. There are no settlements being done



ADVICE FOR ALL
With Kim Saunders
Citizens Advice Bureau

now until it is over.

“Immigration is another one. “People are due to leave the country but can’t.”

She says there were now 24 volunteers working in the wider Tauranga area. People can phone the national number on: 0800 367 222 and speak to a

person straight away, or they can phone the local number on: 07 578 1592 and leave a message which will be returned by a local person. The other option is to email the inquiry to tauranga@cab.org.nz

“It is business as usual for us only we are not here in person. Initially it had a huge impact on us but people are realising they can’t do anything.” Kim says. She says they are now fully up and running in the new lockdown environment and “raring to go”.

I'm not sure about handing over my credit card details for an online purchase.

How do I make sure it is safe?

You should check that they: Have proper contact details, e.g. phone, email and street address;

Use a secure online payment system. A secure website will either display a padlock symbol in the address bar (at the left end, or the website address will begin with ‘https://’ instead of ‘http://’ or both);

Have a complaints policy, and an easy way to lodge complaints;

Have a refund and exchange policy; Are clear about the total cost of purchase e.g. handling, shipping, insurance etc.

Also look at the online feedback from other customers. Some retail websites offer to save your credit card details, for next time you buy from them. It's safer if you do not take up this offer.

38 Hamilton St, Tauranga
Mon-Fri 9am-5pm • Ph 07 578 1592
tauranga@cab.org.nz
Papamoa Community Centre
15 Gravatt Rd, Papamoa
Tues & Thurs 10am-1pm • Ph 07 574 9862
papamoa@cab.org.nz
www.cab.org.nz

Not sure? Ask us.

The dealer won't take responsibility for the faults in the car he sold me, because it was sold on behalf of a private individual. What are my rights?

When the sale of a vehicle has been arranged by a motor vehicle dealer, even if the trader is selling it to on behalf of a private individual, you have the same rights as you would if the trader is selling a vehicle they own. The dealer can't refer you on to the previous owner and tell you it was a private sale.

This means that if the car turns out to have faults soon after you have bought it, and the dealer had not disclosed them to you before the sale, you are entitled to have the problem remedied and it is the dealer who is responsible for fixing the problem, not the individual on whose behalf they are selling it.

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Thanks also to Richard Cox for preparing some of the articles

Eight characteristics of an effective letter of complaint

Sometimes we need to write a letter of complaint, but it's important to make sure you do this as best you can. Below are a few tips on writing an effective letter of complaint.

Be clear and concise - only say what you need to and aim for no more than a page. Check the spelling and grammar, so that the person reading it will focus on what you are saying to you without being distracted by ‘typos’.

Be polite - rudeness may only undermine the credibility of your complaint, whereas good manners will likely get you further.

State at the beginning of the letter that this is a letter of complaint, so that there can be no misunderstanding about why you are writing to them.

Include the basic details about what happened, when, where and the cost involved (if relevant). State what the problem is (in other words, give the reason for your complaint).

Say what you want them to do to fix the problem (e.g. a refund, repair, replacement). The fix should be reasonable, fair and in proportion to the problem.



ADVICE FOR ALL
With Kim Saunders
Citizens Advice Bureau

escalate your complaint. Attach copies of any written evidence you have to back up your case, such as receipts, invoices or contracts. Keep the originals. You can ask your local CAB to check your letter, or help you write it.

Include a date by which you would like them to reply to you. When you're deciding on a deadline to give them, think about what kind of time frame would be required by the dispute body (e.g. Financial Disputes Resolution scheme) in case you need to

Covid Lockdown

Citizens Advice Bureau's Māori name conveys the concept of the CAB and its service. It reflects that we are a source of strength in times of adversity. Our role in supporting people during times of adversity was at the core during the Covid-19 lockdown period. We have a full story of our nationwide response during this time available on our website – cab.org.nz, but this summary provides information about our local response, and gives some context to our client enquiry data during this period.

During the period 23 March to 9 June 2020 the CAB service continued to be available via phone, email and online chat. We adapted our way of delivering services so we could work remotely and help people access, navigate and understand information and how it applied to them. We moved quickly to transition from being a predominantly face-to-face and phone service from bureau, to delivering our service by phone, email and live chat from member's homes. During this time the phone service operated as a nationwide service, with CABs helping clients from across the country.

Our face to face service was closed from 23rd March – 5th June, so we were unable to provide any of our usual face to face services, including clinics. But we continued to help clients by phone and email during this time. From 23 March to 9 June we helped 849 people to navigate issues around their rights and responsibilities, and to access national and local services in a rapidly changing context. Many of these enquiries involved complex and distressing issues.

When people were plunged into the new reality of the Covid-19 pandemic and lockdown, many were desperate to access and understand information about the new rights, responsibilities and entitlements and how they applied to their circumstances. Our website – cab.org.nz – was updated constantly throughout

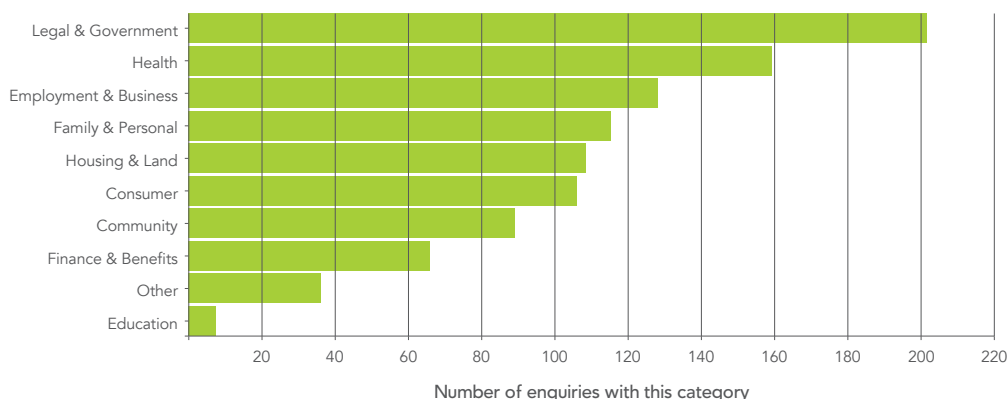
this time period with new Covid-19 question and answer pairings based on our evolving daily client interactions and their writeups from our database. Our members used this updated information to guide clients and give them options to resolve their problems.

As part of helping people work through their situation and options, we connected people to other services, using our database of over 27,000 organisations and services. We kept our 1180 Community Directory entries updated with information about which local services were available over this period.

We not only helped clients with the standard CAB service, but we also helped with proactively checking on potentially vulnerable clients over 70 years of age. We undertook this work in partnership with the National Emergency Management Agency (NEMA) and Ministry of Social Development (MSD) as part of their national welfare programme. Members from our CAB called 248 potentially vulnerable clients.

During the Covid-19 crisis we helped people with all sorts of complex issues around the Wage Subsidy, redundancies, terminations of tenancies, access to emergency accommodation and other support. The enquiries to the CAB during this time paint a clear picture of people struggling with the fundamentals of keeping their jobs, keeping a roof over their heads, and keeping fed.

With the economic forecast predicting a further rise in unemployment, we know that there will be a growth in people needing our service. The CAB will be called upon as people navigate this new reality. The CAB is a critical part of the fabric of communities, sustained by the passion of our members for ensuring the well-being of others. The CAB is vital to New Zealand's recovery, and a source of strength in a time of adversity.



"Citizens Advice Bureau has played a critical role in the community during COVID-19, with staff and volunteers responding to the challenges of COVID-19 quickly and effectively to deliver important information and advice to the community remotely, and supporting with welfare calls. It's been a testament to the organisation's commitment to continue to deliver a quality service, the capacity of the incredible volunteers involved in the service, and the organisation's strong relationships with local stakeholders."

Kind regards,

Haidee Kalirai

Community Development Advisor, Welcoming Communities

Tauranga City Council | 07 577 7000 | mobile 0272803341 | haidee.kalirai@tauranga.govt.nz | www.tauranga.govt.nz

Positive Outcomes

A client called in wanting to renew his British Passport, they were over 80, when asked if they had family/friends that maybe able to assist on-line they said "NO! Why can't I do it myself?"

We explained that all British Passports are required to be renewed on-line with photographs being uploaded and then payment made by direct payment, either with a debit or visa card. This client did not have a computer, a bank account, mobile phone or landline for that matter...

After three visits to CAB, two to their bank to obtain a debit card purely to pay the on-line fee, one to the post office to get a photograph, numerous calls to the British Embassy and emails back and forth to England, we set about the on-line application, two more phone calls to the Embassy and an hour and a half later, we had a confirmation that the online application had been submitted, all they had to do was post the current passport and the confirmation (good job that the passport hadn't expired otherwise they would have needed parents birth certificates for proof of identity!!!!) Once all that was achieved the client was hugely relieved but the response was "...and they call that progress" I did have to laugh – they were most appreciative of our help – a job well done.

Some weeks later the client returned smiling and waving a brand-new British Passport – it had arrived. When asked where they

were going to go next on the travels, they replied "oh nowhere I just feel safer with it"!

Another client called in after receiving great advice about a complicated relationship property issue with a partner "your volunteer was wonderful she listened to me, talked to me and when I left the Bureau I knew exactly what I needed to do, the end result was that my partner backed off and the issue is now behind us – "Thank You so very much."

Client from Chile called in to say he was thrilled his 2 year extended work visa had arrived today. He had help with this 2 weeks ago from a CAB worker - they emailed us with a Thank You.

During the COVID Lockdown I spoke with a client who was in distress, they had been given some Farrah's flat breads and didn't know what to do with them, should they be cooked? We discussed the packaging and instructions recommendations. Client was hard of hearing and poor eyesight, all that could be read was an address in Silverstream. Could I find the phone number? Client wanted to hold on whilst I researched as they wanted to speak with them directly and also didn't want me to call back as they were worried they wouldn't hear the phone ring. Gave the client the 0800 and local telephone numbers. Client said "lockdown" had been very lonely, we had a lovely chat which they said made them feel much better.

Thanks to TECT



Thank you TECT for generous funding received to enable us to upgrade our telephone and internet system. Local provider, Global Comms, installed the system just prior to COVID 19 and it has proved an invaluable resource.



Here are what some of our team have to say...

"I volunteer because two people that were volunteers had encouraged me to come and apply to be a volunteer when I finished working. I had very little idea of what CAB did and what I needed to do to become a volunteer. I have found it challenging BUT also very rewarding. I have also encouraged other's to come and join CAB."

- Pixie

"My CAB activities enable me to satisfy my thirst for knowledge. Provides a great deal of satisfaction when assisting clients. Enjoyable conducive social networking atmosphere with like minded people."

- Dave

"I like being able to be helpful and useful. I have the time. I like to hear the thankfulness in people's voices when I have been able to help them. I enjoy the interaction with the other volunteers and with Kim, our Manager."

- Anonymous

"I want to help people. It is nice meeting people and working in a team I get a lot of satisfaction when a client leaves with a smile on their face."

- Anonymous

"As a former teacher I wanted to continue dealing with people and assisting with any problems they might have. I enjoy the contact with the public and also enjoy the challenge the CAB provides. It is frustrating but very satisfying work."

- Julie

"I have always been the sort of person who enjoys giving back to the community. When I retired I wanted to use the extra time available to volunteer for organisations that I feel were able to help people in the community to improved their situations or the tools to help themselves. I also enjoy the challenge of learning new things."

- Anonymous

"It keeps my mind active and challenges me to learn new things whilst assisting people with their issues."

- Anonymous

"It gives my life purpose and structure. Having retired I needed something that gives me the opportunity to contribute in a way that makes my life meaningful and give me a level of satisfaction that my time is still of value and is not being wasted. Knowing that I can still help others is rewarding."

- Anonymous

"I like the CAB philosophy of empowering clients. I believe people learn and grow by helping themselves. Handouts don't help anyone, but make them dependant and needy. I enjoy the empathy and helping people to solve their problems, the variety and complex issues are sometimes challenging which I enjoy. I've experienced a wide range of issues in my own life and know how much an organisation like CAB can help with the information we have at hand or just being a listening ear."

- Anonymous

Our year in photos



Intake of new members, September 2019



5 Years certificates awarded 2019 by Janet Freeman
Left to right: Leonara Dixon, Lynn Archer, Penny Dudfield, Sue Walsh



10 Years certificates awarded 2019 by Janet Freeman
Left to right: Claire Sligh, Jen Topp, Terry Crosby



25 Years certificates awarded 2019 by Janet Freeman:
Judith Simpson and Dick Williams



Otumoetai College Graeme Dingle Foundation



2019 Trainees
Left to right: Arthur Wilkinson, Helen Anderson, Julie Eagle, Marilyn Power, Tineke Harmer



2020 Trainees
Left to right: Gill Wija, Julie Young, Laurelle Breen, Ngaire Bell, Sharon Hurley-Grimbergen, Stu Dumbleton



Citizens Advice Bureau Tauranga Inc.

Performance Report for the year ended 30 June 2020

Contents

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Entity Information

Who we are? Why do we exist?

Legal name of entity:	Citizens Advice Bureau Tauranga Inc.
Other name of entity (if any):	N/A
Type of entity and legal basis (if any):	Incorporated Society & Registered Charity
Registration number:	CC20853

Entity's purpose or mission:

Aims

Whainga

To ensure that individuals do not suffer through ignorance of their rights and responsibilities, or of the services available; or through an inability to express their needs effectively.

Me noho matāra kia kaua te tangata e mate i tāna kore mōhio ki ngā āhuatanga e āhei atu ana ia, ki ngā mahi rānei e tika ana kia mahia e ia, ki ngā ratonga rānei e āhei atu ana ia; i te kore rānei āna e āhei ki te whakaputu i āna hiahia kia mārama mai ai te tangata.

To exert a responsible influence on the development of social policies and services, both locally and nationally.

Kia tino whai wāhi atu ki te auahatanga o ngā kaupapa-ā-iwi me ngā ratonga-ā-rohe, puta noa hoki i te motu.

Citizens Advice Bureau New Zealand, Ngā Pou Whakawhirinaki o Aotearoa support the principle of partnership reflected in the Treaty of Waitangi, *Tiriti o Waitangi*.

E tautoko ana Ngā Pou Whakawhirinaki o Aotearoa, i te mātāpono nohotahi (hononga), e whakaatahia ana i roto i te Tiriti o Waitangi.

The Service

The service therefore provides free to all individuals an impartial and confidential service of information, guidance and support, and makes responsible use of the experience so gained.

Te Ratonga

Nā reira e whakawhiwhi kore utu ana te ratonga ki ia tangata he ratonga pāronga e tōkeke ana, e muna ana, he ārahitanga me te āwhina, ā, e whakamahi tika ana i ngā wheako i riro mai

Entity structure:

Governance: Members of Citizens Advice Bureau Tauranga elect a Board which includes Chair, Treasurer, Secretary and up to 5 members.

Management: The Board employs a Manager for 30 hours per week. As at 30 June 2020, there are 44 volunteers.

Citizens Advice Bureau Tauranga is a member of Citizens Advice Bureaux New Zealand Incorporated (CABNZ) and operates in accordance with the aims, policies and membership principles of CABNZ.



The main sources of the entity's cash and resources:

Citizens Advice Bureau Tauranga relies on funding from service contracts with Tauranga City and Western Bay District Councils and MBIE, and funding from NZ Lottery Grants Board, COGS, and philanthropic trusts to cover the manager salary and other operational costs.

CAB Tauranga also relies on the provision of non-cash resources from CABNZ, the national body of CAB, in the form of:

- An integrated IT system supporting each client interaction. This system consists of:
 - an extensive knowledgebase that provides up-to-date information about rights and obligations in more than 300 subject areas and a directory of more than 35,000 local service providers that is available directly to clients on our public website
 - an intranet giving access to the knowledge base and system for recording each client enquiry
 - a client enquiry reporting system with the ability to provide insights into issues both locally and nationally
- Design of and support for national learning and development system for volunteers, including creation and maintenance of the resources.
- Help desk support for the IT system, management and governance advice, and reporting on client enquiry data
- A free phone number for clients and listing of this in the yellow pages
- Access to discounted professional indemnity insurance
- Quality assurance oversight and provision of both operational and governance policy and guidelines
- Representation through submissions and input into central government processes
- Representation through media
- Branding and marketing materials
- Service development guidance, support and advice

The main methods used by the entity to raise funds:

The main method of Citizens Advice Bureau Tauranga to obtain funding is by applying for funding and grants for the service provided or equipment required.

The entity's reliance on volunteers and donated goods:

The effectiveness of the CAB is driven by the passion, commitment, hard work and goodwill of its volunteers to provide a valuable service to the public. The bureau relies almost entirely on volunteers (who are the members of the bureau) to provide the person to person service of providing free to all individuals an impartial and confidential service of information, options and support. Volunteers also contribute so much time and effort in providing effective governance, learning and development, and other activities to support the running of the bureau. The bureau has 44 volunteers.

Additional information:

The bureau would not exist without the goodwill and dedication of its members, who volunteer their time.

Unfortunately, due to Covid-19, a few volunteers have given up their membership as they felt vulnerable and lost confidence in being able to deliver the service.

Contact details

Physical address:	38 Hamilton Street Tauranga 3110
Postal address:	As Above
Phone/fax:	07 578 1596
E mail address:	manager.tauranga@cab.org.nz
Website address:	www.cab.org.nz

Statement of Service Performance

What did we do?

Description of the entity's outcomes:

The bureau:

- ensures that people are not disadvantaged by not knowing about their rights and responsibilities or about services available to them by providing information and advice through a face to face, phone and email service.
- raises policy and systemic issues that are disadvantaging people based on what the bureau is seeing from clients using the service

Description and quantification (to the extent practicable) of the entity's outputs:

	This year 2019-2020	Last year 2018-2019
Information, support and access to services is available to help people understand their rights and obligations and get help through:		
<ul style="list-style-type: none">• Direct person to person provision of information and advice (Short Forms)<ul style="list-style-type: none">○ Face to Face○ Phone○ Email○ Other○ Total	N/A 1591 4685 649 3 6928	N/A 2059 5683 217 9 7968
<ul style="list-style-type: none">• Clinics provided by other organisations in the bureau	3626	4212
<ul style="list-style-type: none">• Other bureau services – additional to providing information and advice	1756	1804
Entering and rechecking of service provider entries on the database	1179	1220
Provision of workshops for Settlement Information Service	5	9

Additional output measures:

We offered another information session for Settlement Information Service on Tenancy but had no one register.

Additional information:

None

Statement of Receipts and Payments

How was it funded? What did it cost?

	Notes	This year 2019/2020 \$	Last year 2018/2019 \$
Operating receipts			
Grants and donations	2	18033	21618
Fundraising and other similar receipts	2	-	-
Fees, subscriptions and other receipts from members	2	-	-
Receipts from providing goods or services	2	91270	93200
Interest, dividends and other investment income receipts	2	2466	2394
Other operating receipts	2	-	-
Total operating receipts		111769	117212

Operating payments			
Payments related to fundraising	3	-	-
Volunteer and employee related payments	3	59411	61620
Payments related to providing goods or services	3	26888	26724
Grants and donations paid	3	-	-
Other operating payments	3	1884	19101
GST movements \$15683 - \$15365		318	(3685)
Total operating payments		88501	103760

Operating surplus or (deficit)		23268	13452
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Capital receipts			
Receipts from the sale of resources	2	-	-
Receipts from borrowings		-	-

Capital payments			
Purchase of resources	3	10603	6999
Repayments of borrowings		-	-

Citizens Advice Bureau Tauranga Inc.
Performance Report for the year ended: 30 June 2020

Increase/(decrease) in bank accounts and cash		12665	6453
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Bank accounts and cash at the beginning of the financial year		75473	69020
Bank accounts and cash at the end of the financial year		88138	75473

Represented by:

Cheque account (600)		17336	12499
Cheque account No.2		127	313
Savings account (601)		20575	20061
Term deposit account(s)		50000	42500
Petty cash		100	100

Total bank accounts and cash at the end of the financial year		88138	75473
--	--	--------------	--------------

Comments:

The Bureau was closed for 12 weeks due to Covid-19 lockdown which resulted in some savings.

We can potentially use this extra funds to upgrade our technology in the Training facility.



Statement of Resources and Commitments

What do we own? What do we owe?

Schedule of Resources

	This year \$	Last year \$
Bank accounts and cash (from Statement of Receipts and Payments)	88138	75473

Money held on behalf of others

Description	Amount	Amount
	-	-

Money owed to the entity

Description	Amount	Amount
	-	-

Other resources

Description and source of value* (cost or current value required if practical to obtain) Board Estimate "Fire Sale" Value	Current value	Current value
Buildings	12000	12000
Computers	5000	2000
Office Furniture & Equipment	7000	3000
TOTAL	24000	17000

Schedule of Commitments

	This year \$	Last year \$
Money payable by the entity		
Description	Amount	Amount
Invoices yet to be paid relating to June monthly expenses	1574	1737
GST Returns – 1 January to 30 June 2020	3371	3689
TOTAL	4945	5426

Other commitments		
Description	Amount	Amount
	-	-

Guarantees		
Description	Amount	Amount
	-	-

Schedule of Other Information

	This year \$	Last year \$
Grants of donations with conditions attached (where conditions not fully met at balance date)		
	-	-
Resources used as security for borrowings	-	-

Notes to the Performance Report

Note 1: Accounting Policies

How did you do your accounting?

Basis of Preparation

Citizens Advice Bureau Tauranga is permitted by law to apply PBE SFR-C (NFP) Public Benefit Entity Simple Format Reporting - Cash (Not-For-Profit) and has elected to do so. All transactions are reported in the Statement of Receipts and Payments and related Notes to the Performance Report on a cash basis.

Goods and Services Tax (GST)

Citizens Advice Bureau Tauranga is registered for GST. Therefore, amounts recorded in the Performance Report are exclusive of GST (if any). GST owing, or GST refunds due as at balance date are shown in the Statement of Resources and Commitments.

Note 2: Analysis of Receipts

How was it funded?

		This year	Last year
Receipt Item	Analysis	\$	\$
Grants and Donations	COGS	6000	4000
	Sundry Donation	33	118
	Lotteries Commission	5000	5000
	Acorn	1000	2000
	Pub Charity	-	3600
	Tect	6000	6900
	Total	18033	21618

		This year	Last year
Receipt Item	Analysis	\$	\$
Fundraising and other similar receipts		-	-
	Total		

Citizens Advice Bureau Tauranga Inc.
Performance Report for the year ended: 30 June 2020

		This year	Last year
Receipt Item	Analysis	\$	\$
Fees, subscriptions and other receipts from members		-	-
	Total		

		This year	Last year
Receipt Item	Analysis	\$	\$
Receipts from providing goods or services	Tauranga City Council	61000	60000
	Western Bay District Council	18270	18000
	MBIE Face to Face	10000	12500
	MBIE Workshop	2000	2700
	Total	91270	93200

		This year	Last year
Receipt Item	Analysis	\$	\$
Interest, dividends and other investment income receipts	Westpac Bank	1339	1428
	Trustpower	627	466
	Chartered Accountants of Aust & NZ (Awards)	500	500
	Total	2466	2394

		This year	Last year
Receipt Item	Analysis	\$	\$
Other operating receipts		-	-
	Total		

		This year	Last year
Receipt Item	Analysis	\$	\$
Capital receipts		-	-
	Total		

Note 3: Analysis of Payments

What did it cost?

		This year	Last year
Payment Item	Analysis	\$	\$
Payments related to fundraising		-	-
	Total		

		This year	Last year
Payment Item	Analysis	\$	\$
Volunteer and employee related payments	Salaries	54524	57062
	Employer Kiwisaver & ESCT	1636	1817
	ACC	134	140
	Functions	348	1614
	Thank You	2769	987
	Total	59411	61620

		This year	Last year
Payment Item	Analysis	\$	\$
Payments related to providing goods or services	Telephone	3174	3983
	Computer Expenses	2588	511
	Insurance	675	565
	Bank Charges	-	1
	Photocopying	1234	2208
	Kitchen and Bureau Supplies	915	1006
	Electricity	1603	2146
	Water	132	136
	Printing, Postage, Stationery	3079	1875
	General Expenses	227	193
	Cleaning	1661	1643
	Radio Advertising	7054	8037
	Other Advertising	1788	1179
	Training Local/Regional/National	892	2289
	Training Resources	299	265
	Repairs and Maintenance	1567	687
	Total	26888	26724

Citizens Advice Bureau Tauranga Inc.
Performance Report for the year ended: 30 June 2020

		This year	Last year
Payment Item	Analysis	\$	\$
Grants and donations paid		-	-
	Total		

		This year	Last year
Payment Item	Analysis	\$	\$
Other operating payments	CABNZ Membership	300	300
	Accounting Fees	1540	1526
	Charities Commission	44	44
	Legal Expenses	-	17231
	Total	1884	19101

		This year	Last year
Payment Item	Analysis	\$	\$
Capital payments	4 new computers for the Ops Room, including installations		6999
	2 new computers for the Manager's office and Annexe Learning and Development, including installations	4077	
	12 New telephones – including new systems and installations	6526	
	Total	10603	6999

Note 4: Correction of errors

There was no correction.

Note 5: Related party transactions

There were no transactions involving related parties during the financial year. (Last Year - Nil)

Note 6: Events after the balance date

Nature of the event	Estimated amount	How, if at all, the event is likely to affect the continuing viability of the entity
None	-	None

Note 7: Additional notes

None

REVIEWER'S REPORT

To the members of Citizens Advice Bureau Tauranga Incorporated

I have reviewed the accompanying Performance Report of Citizens Advice Bureau Tauranga Incorporated, which comprises Entity Information, Statement of Service Performance, the Statement of Resources and Commitments as at 30 June 2020, and the Statement of Receipts and Payments for the year ended, and notes to the Performance Report.

Committee Responsibility for the Performance Report

The committee are responsible for the preparation and presentation of this Performance Report in accordance with Public Benefit Entity Simple Format Reporting Report Accrual (Not-For-Profit), and for such internal control as the committee determines is necessary to enable the preparation of a Performance Report that is free from material misstatement, whether due to fraud or error.

Reviewers Responsibility

A review of financial statements in accordance with PBE SFR-C standard is a limited assurance engagement. I perform procedures primarily consisting of making enquiries of management and others within the entity, as appropriate, and applying analytical procedures, and evaluates the evidence obtained.

The procedures performed in a review are substantially less than those performed in an audit conducted in accordance with International Standards on Auditing (New Zealand). Accordingly, I do not express an audit opinion on this financial statement. Other than in my capacity as a reviewer, I have no relationship, or interest in Citizens Advice Bureau Tauranga Incorporated.

Conclusion

Based on my review, nothing has come to my attention that causes me to believe that the financial statement does not present fairly, in all material respects, the resources and commitments and the cash receipts and disbursements of Citizens Advice Bureau Tauranga Incorporated for the year ended 30 June 2020.



.....
D. R. Pilbrow
Tauranga
5 August 2020



The Bureau in Tauranga is extremely fortunate to have over forty dedicated volunteers who give their time & expertise to the local community on a weekly basis.



The aims of Citizens Advice Bureaux New Zealand (CABNZ) are to:

- Ensure that individuals do not suffer through ignorance of their rights and responsibilities, or of the services available, or through an inability to express their needs effectively.
- Me noho matāra kia kaua te tangata e mate i tāna kore mōhio ki ngā āhuatanga e āhei atu ana ia, ki ngā mahi rānei e tika ana kia mahia e ia, ki ngā ratonga rānei e āhei atu ana ia; i te kore rānei āna e āhei ki te whakaputu i āna hiahia kia mārama mai ai te tangata.
- Exert a responsible influence on the development of social policies and services, both locally and nationally.
- Kia tino whai wāhi atu ki te auahatanga o ngā kaupapa-ā-iwi me ngā / ratonga-ā-rohe, puta noa hoki i te motu.

We support the principle of partnership reflected in the Treaty of Waitangi.

Citizens Advice Bureau Tauranga Inc.

📍 38 Hamilton Street Tauranga 3110 ☎ 07 578 1592 📠 07 578 1151

✉ tauranga@cab.org.nz 🌐 www.cab.org.nz