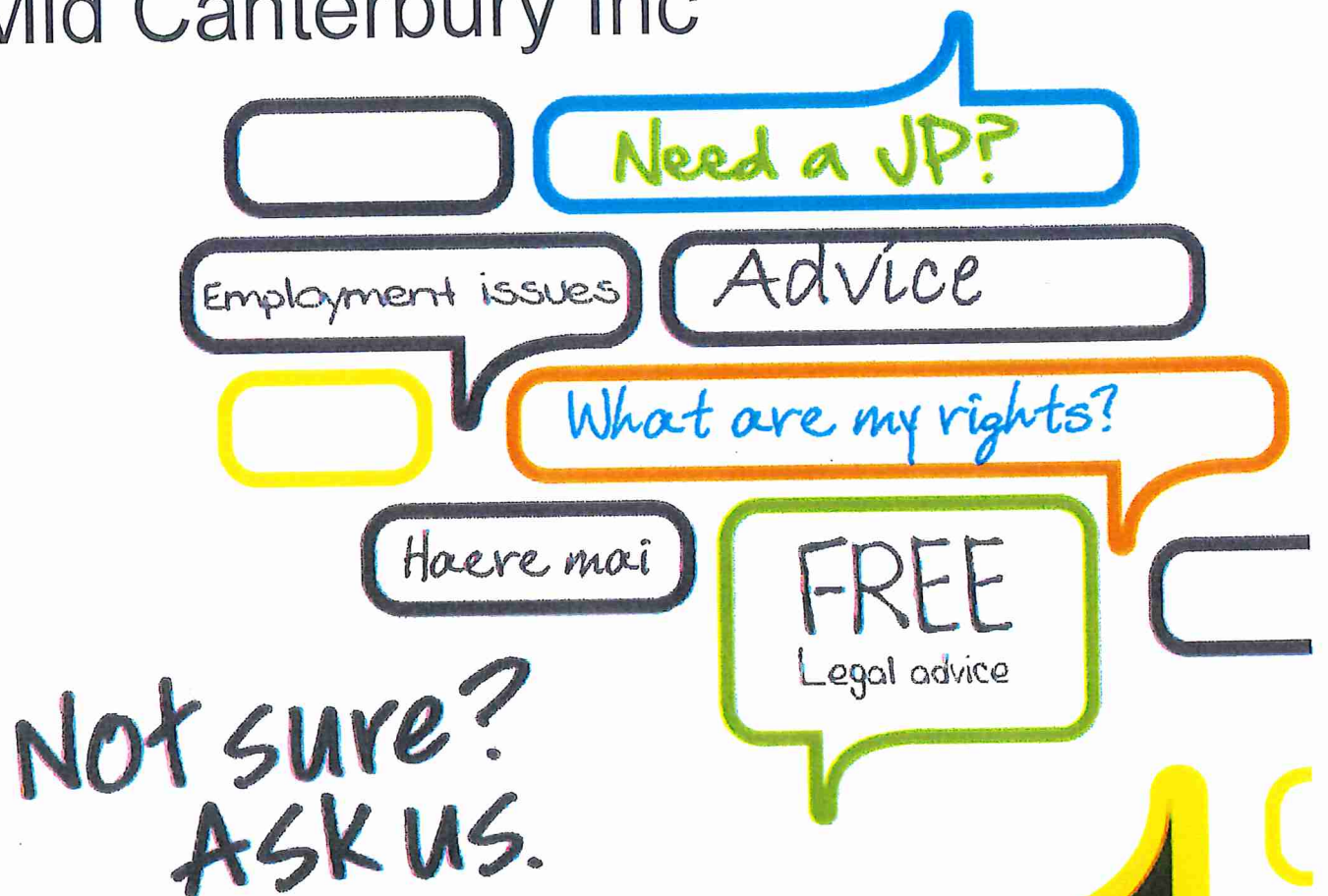


# Citizens Advice Bureau Mid Canterbury Inc



2023 Annual Report



## Membership Principles *Ngā Mātāpono Mematanga*

### 1. Accessibility

#### *Wāteatanga*

Bureaux are accessible to all and free of charge.

### 2. Accountability

#### *Noho Haepapa*

Bureaux are accountable to the community they serve, to their members, and to CABNZ.

### 3. Client Empowerment

#### *Whakamana Kiritaki*

Bureaux services are provided in such a way that clients are encouraged to consider options, make decisions, and wherever possible take action on their own behalf.

### 4. Confidentiality and Privacy

#### *Matatapu Me Te Tūmataiti*

Bureau preserve the privacy of client's contact with the bureau and their personal details are kept confidential at all times.

### 5. Competent Governance and Management of a Bureau

#### *He Mātau, He Tika Te Ārahi Me Te Whakahaere i Tētahi Pou Whakawhirinaki*

Bureaux operate in such a manner as to make best use of all resources available to support CAB members in the provision of effective services to clients.

### 6. Effective Service Provision

#### *He Tōtika Te Tuku Ratonga*

Bureaux offer an information, advice and support service to individuals.

Clients are listened to with respect and equipped with the information and options that fit their individual need.

Bureaux contribute to positive social change at a local and national level as a result of the issues identified.

### 7. Independence

#### *He Motuhake*

Bureaux maintain their status, and public perception of them, as independent organisations.

### 8. Learning and Development

#### *Te Akoranga Me Te Whanaketanga*

Bureaux are committed to a continuous process of learning and development.

### 9. Universal Service

#### *He Ratonga Whānui*

Bureaux provide a service where all people are able to receive assistance on any topic, with respect.

### 10. Valuing and Supporting Our People

#### *Te Uara Me Te Tautoko i Ā Tātau Tāngata*

Bureaux recognise and support the valuable and essential contribution of their volunteers and staff to the delivery of their service.

## Agenda

Citizens Advice Bureau Mid Canterbury Incorporated

Annual General Meeting

10am Tuesday 5<sup>th</sup> September 2023

Community House Mid Canterbury

1. Welcome
2. Apologies
3. Confirmation of Quorum
4. Minutes of the 2022 AGM (6<sup>th</sup> September 2022)  
Matters Arising
5. Minutes of the 2022 SGM (7<sup>th</sup> February 2023)  
Matters Arising
6. Reports
  - a. Chairpersons Report
  - b. Treasurers Report
  - c. Coordinators Report
7. Election of Officers and Board Members
8. Appointment of Reviewer – Moore Markham Ltd
9. Setting of Membership Fees
10. General Business
11. Presentations
12. Closing of meeting
13. Guest Speaker –Neil Lancaster -Board Chair CABNZ
14. Closing and blessing of food, all are welcome to stay for morning tea

## Taku pou whakawhirinaki i ngā wa o te porotaitaka

### My source of strength in moments of adversity

This whakataukī (proverb) provides the meaning of our Māori name. A Pou Whakawhirinaki is a person one can rely upon when seeking solace, strength, assistance and help. It is a metaphorical statement mainly used in relation to a person, with the sense of giving assistance without any financial gain being sought in return. Our Māori name was identified from this whakataukī by Julian Wilcox, a te reo expert and nephew of Peter Harwood, the founder of the CAB in New Zealand.



## Annual General Meeting Minutes 2022

### ANNUAL GENERAL MEETING MID CANTERBURY CITIZENS ADVICE BUREAU 6<sup>th</sup> SEPTEMBER 2022 MINUTES

Meeting opened at 9.05am

**APOLOGIES:** Tania Reuben (Hakatere Marae). Marion Dent (Rural Women). Susan Hutchinson (Presbyterian Support). Kate White (Time Bank, Learning Exchange, Community MC), Chris Wiltshire (Volunteer). Coby Snowden (Volunteer). Kevin Clifford (Safer Mid Canterbury).

Approved and accepted. Move to accept by Nikita Begbie and seconded by Pam Kennedy.

**PRESENT:** Jo Veale, Sarah Clifford, Mary Bailey, Tiffany McRae, Andrea Carter, Nikita Begbie, Pam Kennedy, Graham Matthews, Jackie Girvan, Mary Rivett, Lesley Symington, Rosemary Moore.

**CHAIRPERSONS REPORT:** Read out by Jo Veale. Copy in folder in Room 15.

**CO-ORDINATORS REPORT: FINANCIAL REPORT:** Read out by Sarah Clifford and copies in folder in Room 15.

Sarah also gave us an overview of what categories were the ones we dealt with the most.

Move to accept reports by Sarah Clifford and Jo Veale by Pam Kennedy and seconded by Nikita Begbie. Carried.

**ELECTION OF OFFICERS:** Sarah Clifford nominated Jo Veale for Chairperson, Nikita Begbie for Treasurer and Mary Bailey for Secretary.

Board Members Andrea Carter, Tiffany McRae and Pam Kennedy

Move to accept Officers by Mary Rivett and seconded by Graham Matthews. Carried.

Further nominations for Board members put to floor with no reply.

**APPOINTMENT OF REVIEWER:** Put forward by Jo Veale that Moore Markham be the reviewer of financial accounts. Move to accept by Pam Kennedy and seconded by Rosemary Moore. Carried.

**GENERAL BUSINESS:** None.

**PRESENTATIONS:** Accreditation certificates given to Pam Kennedy, Mary Rivett and Graham Matthews.

Meeting closed at 9.35am

## Special General Meeting Minutes

### **Mid Canterbury Citizens Advice Bureau**

### **Special General Meeting**

### **Community House**

**7 February 2023**

Meeting Opened: 10:00 am

Present: Coby Snowden, Sarah Clifford, Jo Veale (Chair), Jackie Girvan, Mary Bailey, Andrea Carter, Nikita Begbie, Pam Kennedy, Jeff Withington, Mary Rivett, Najmeh Akbari (Kiana) Carol Brown

The Chairperson (Jo Veal) proposed,

THAT Citizens Advice Bureau Mid Canterbury Incorporated adopts the remit passed at the Citizens Advice Bureau New Zealand Incorporated Annual General Meeting held 7 November 2022 that relates to changes to the Model Bureau Constitution, as in attached Appendix 1.

Seconded by Andrea Carter

The proposal was passed by the members of Mid Canterbury Citizens Advice Bureau who were present.

Meeting Closed: 10:15 am

## Chairpersons Report

Tēnā koutou, tēnā koutou, tēnā koutou katoa

A very warm welcome to our invited guests, our funders and of course our volunteers for the second AGM of the Mid Canterbury Citizens Advice Bureau.

Our Bureau is now an accredited member of CABNZ and we abide by its aims, memberships principles and policies. The CAB is a champion of people's rights, working to help them solve the problems and challenges they face. Hence how important it is that CAB is an integral part of our community, with more and more people seeking the free, non-judgemental support they need, with options to find a way forward being explored and of course, where privacy is maintained.

In addition, this year we have completed the requirements to become a registered charity.

Therefore, we are extremely grateful to our funders who support us in this mission.

Locally, our heartfelt thank you to

- The Ashburton District Council
- Community Grant Organisation Scheme (COGS)
- Community Trust Mid And South Canterbury
- Lion Foundation
- Braided Rivers Trust
- Safer Mid Canterbury
- Statistics NZ

And nationally

- NZ Lottery Grants Board
- Vodafone NZ Ltd

Our volunteers are at the heart of our bureau, we have a wonderful team, and we thank them for their commitment and hours, however we could do with many more of them, so we can extend the hours, provide specialist and outreach clinics, and yes we could do with some younger volunteers as well.

Thanks to Coby Snowden and Nikita Begbie for their work this past year updating the community directory, an on-going roll that does not end. In addition, to all the volunteers who have supported this and undertaken other tasks to help with the management of the Bureau.

Andrea Carter is doing a wonderful job with the peer reviewing of our write-ups on client's issues and how we have assisted them. It is a huge, time-consuming task but an important role in ensuring we provide a quality service.

Thanks also to Mary Bailey for her role of social and wellbeing officer for our volunteers, many a good cake has been devoured!!

Sarah, our manager has a huge job, not just managing the volunteers and doing the roster etc, she provides us with on-going support, training, she spends time in the community and along with other agencies promoting the value of CAB. She steps in as a volunteer when needed and also assists with the peer reviewing. Until we get more volunteers and can start putting together some committees to help, this all falls on Sarah.

Thanks also must go to the board, Secretary Mary Bailey, Treasurer Tiffany McCrea, and to start with Nikita Begbie, Pam Kennedy and Andrea Carter. It has been a huge learning curve for us all as we have negotiated our way through the policies and guidelines in our governance role.

- The Model Bureau Constitution
- CABNZ Constitution
- Memberships Principals
- Declaration of Compliance
- Board Code of Conduct
- Code of Ethics
- Staff management and employment
- Budgets and finance
- Strategic planning

Finally, we look forward to continuing to grow our service, of making sure it is embedded into the fabric of our community and that many more volunteers put their hands up.

Jo Veale

Chairperson

## Coordinators Report

It is my pleasure to present my third coordinators report, the second coordinators report for Citizens Advice Bureau Mid Canterbury (CABMC) and the first as an Incorporated Society. The process of writing Annual Reports are a great opportunity to reflect on the past year and to celebrate the highs and reflect on the lows or the challenges and to look forward to the future projects and activities to make our organisation strong and able to support our clients and community.

As at 30 June 2023 CABMC had 17 volunteers, this included 15 Bureau Interviewers and 2 "other" volunteers. We worked with 717 clients and enquiries made up of 547 Client Interviews, 146 Quick Reference and 24 other services. Of our client interviews, our volunteers spent 221 hours or 13,260 minutes in in-depth interviews. Contact face to face and by phone continue to be the top way clients access our service.

Collaborating with other services and organisations, to support them in their work in the community is a huge role the CAB Mid Canterbury is doing and one that cements our place in the community.

This year was our first year supporting the census, as an assisted completion location, our volunteers were able to support people to complete their forms.

One project I am most proud of this year is the Need Help booklet. A huge project our team undertook lead very capably by Coby Snowden. We have distributed just under 3000 booklets around Mid Canterbury and had a phenomenally positive response from the community and agencies using the resource.

### To the Volunteers

I would like to thank all the volunteers for everything they do to provide an incredible service to our community. Whether the enquiry has come from an individual, another service provider or another group, they are all given a listening ear and a kind, thoughtful and well-researched answer.

All the volunteers need to be thanked for all of the extra they do as well. For those that stayed later listening to a client long after closing time, or came in the next day to finish researching an enquiry. For those that supported the service from home or took on extra shifts. Thanks to Mary Bailey for being our secretary and all the extras, like the stamping of hundreds of resources and promotional material, fundraising, baking, birthday cards and quiz nights. Thanks to Andrea Carter for all the Peer Reviewing and Jackie Girvan for her expertise on many housing issues. Thanks to our Board members, for playing an integral part in keeping everything going so smoothly for the support they give to the coordinators role and for keeping the volunteers and clients at the centre of everything they do.

You all go the extra mile to make this a fantastic team and it is a pleasure to work with you all.

### To the Funders

I would like to thank our funders for supporting the work the volunteers do for the community. Ashburton District Council, Community Trust Mid and South Canterbury, COGS, Braided Rivers and the Lion Foundation. Without your support we could not operate.

### To the Supporters

Thanks to our National Office Team in Wellington, our service is so well supported by the extensive website CABNET with quality, up to date your rights articles and our platform for the community directory. The National Office provides so much valuable support and information regarding running a bureau.

Thanks to the team at Community House, Jess, Julian and Jeannette for supporting our service and all the tenants within. Thanks to all the services and organisations that have supported us with information and



training. Our free immigration advice clinic Maria Jimenez and Mike Johnson with employment and HR, providing such valuable support to both our volunteers and to clients. I also want to mention Warren James from Anglican Advocacy and the work he does for the community. It is wonderful to have a service that we can refer clients to with the next steps to attend meetings and appointments.

#### **To the Future**

I look forward to the year ahead, to our focus on recruiting and training more volunteers. Increased clinics on a variety of topics which support our community. And developing a relationships with potential supporters and funders of our service.

Ngā mihi nui

Sarah Clifford

Coordinator 2022-2023

## Board Members 2022-2023

Jo Veale –Chairperson

Mary Bailey –Chairperson

Nikita Begbie /Tiffany McRae –Treasurer

Andrea Carter

Pam Kennedy

## Certificates 2022-2023

### Certificates of Appreciation

Mike Johnson	Volunteer Services for Employment and HR issues
Maria Jimenez	Immigration Clinic
Coby Snowden	Need Help booklet
Nikita Begbie	Community Directory, Board and Treasurer
Andrea Carter	Peer Reviewing

## Election of Officers

Chairperson	Jo Veale	Nominated By Tiffany McRae
		Seconded By Pam Kennedy
Treasurer	Tiffany McRae	Nominated By Pam Kennedy
		Seconded By Andrea Carter
Secretary	Mary Bailey	Nominated By Tiffany McRae
		Seconded By Jo Veale
Board Members	Andrea Carter	Nominated By Jo Veale
		Seconded By Tiffany McRae
	Pam Kennedy	Nominated By Andrea Carter
		Seconded By Jo Veale
	Coby Snowden	Nominated By Sarah Clifford
		Seconded By Jo Veale

## Direct Person to Person Provision of Information and Advice

		2022-2023	2021-2022	2020-2021
<b>Phone</b>	Client Interview	213	159	63
	Quick Reference	84	122	73
	Other	7	5	-
	<i>Total Phone</i>	304	286	136
<b>Face to Face</b>	Client Interview	246	145	129
	Quick Reference	50	62	34
	Other	4	3	-
	<i>Total Face to Face</i>	300	210	163
<b>Email and Messenger</b>	Client Interview	81	78	29
	Quick Reference	11	27	8
	Other	9	3	-
	<i>Total Electronic</i>	101	108	37
<b>Other</b>				
	<i>Total Other</i>	8	7	3
	<b>Total</b>	<b>713</b>	<b>611</b>	<b>339</b>
<b>Clinics</b>	Immigration	3	5	0
	Tech Support	1	32	30
	<i>Total Clinics</i>	4	37	30
<b>Total of All clients</b>		<b>717</b>	<b>648</b>	<b>369</b>

*When comparing the years note 20-21 we were only open for 7 months Dec-June*

## Te hunga e āwhinahia ana e mātua

### The people we help

The CAB service includes in-depth interviewing of a client to identify what is happening for them or what information they seek, and to find out what they have done so far. The trained volunteer interviewer researches options specific to each client's situation and then explains these to the client in a way that helps them understand and work out what they may want to do next.

Sometimes the client needs a form, contact details for another service or directions. We call this service 'quick reference'.

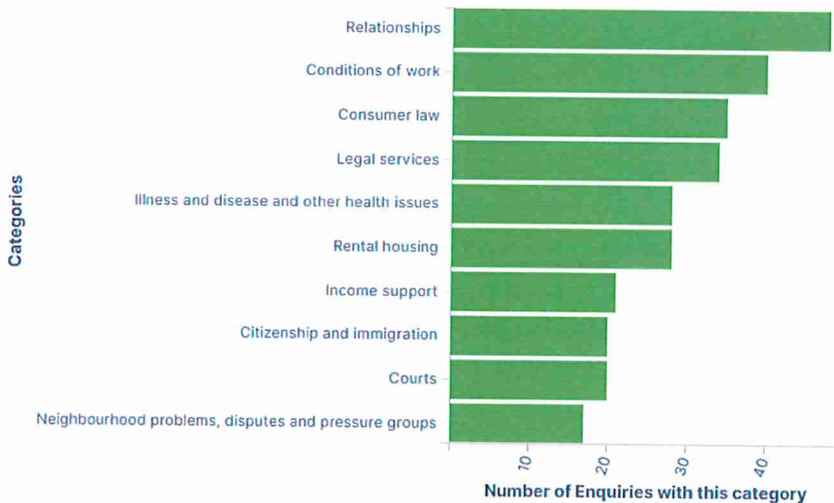
We host other people or organisations who provide their services at the CAB for example our free monthly immigration advice. We call this service a clinic.

## Enquiries

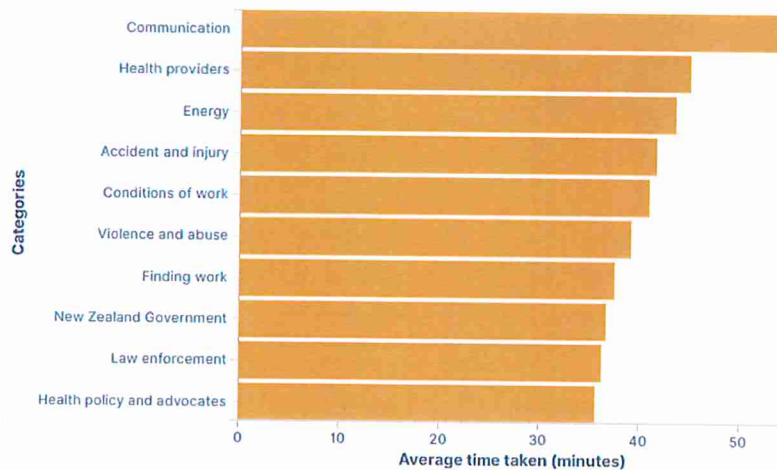
The main topics our clients ask for information on in 2022-2023 and the topics that take the longest time can be seen in the graphs below. Our categories of enquiries are similar to last year and again are a lot more complex. This increase in complexity is being recognised nationally.

Category Level 3	Number of Enquiries with this category
Employment contracts and conditions	46
Access / custody / guardianship	36
Consumer Guarantees Act including complaints about goods and services	31
Residential tenancy including disputes	31
Wills and probate	30
Community Law Centres and other free legal advice	29
Separation and dissolution	29
Fences and boundaries	27
Care and support for older people	23
Employment disputes	22
Budgeting and debt management	21
Family Court	21
Lawyers	21
Relationship property	21
Emergency Accommodation	18

Top 10 Categories - Number



Top 10 Categories by Average Time Taken

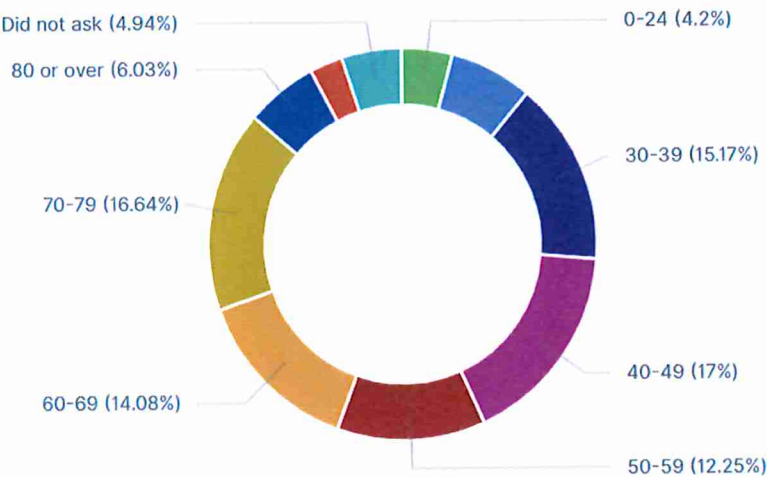




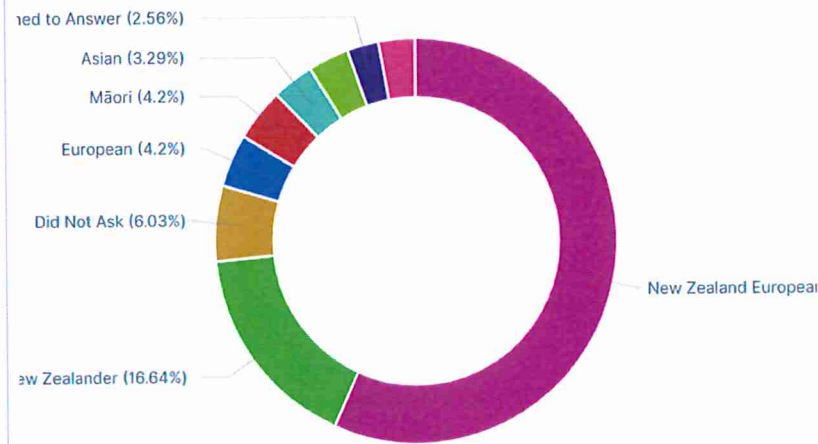
# Client Profile

Our Clients identify as 73% New Zealand European or New Zealander with 64% of our clients being Female, with a relatively even spread of age ranges. 30s -15% 40s – 17%, 50s -12%, 60s -14% and 70s -16%

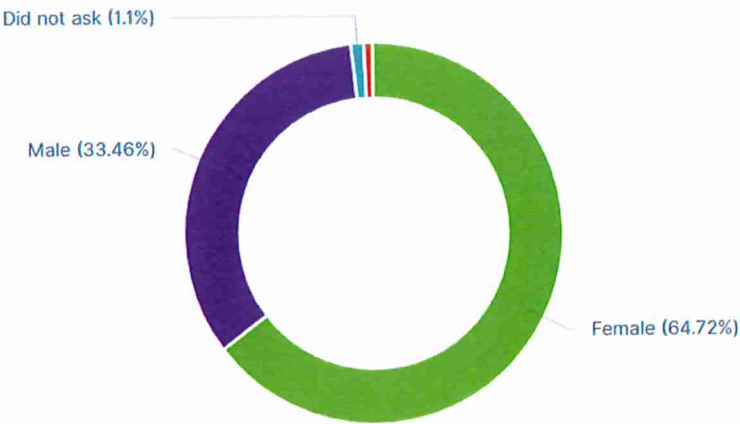
Client Age Groups



Client Summary Ethnicity



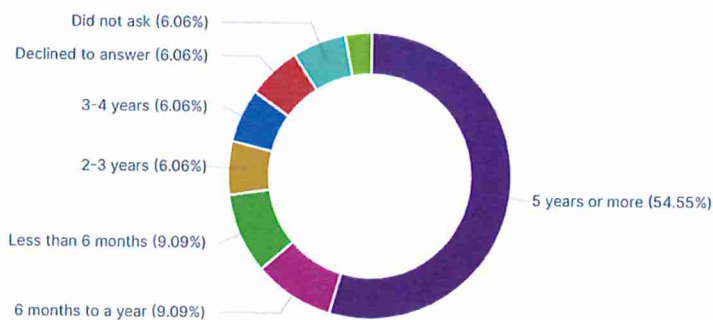
Client Gender



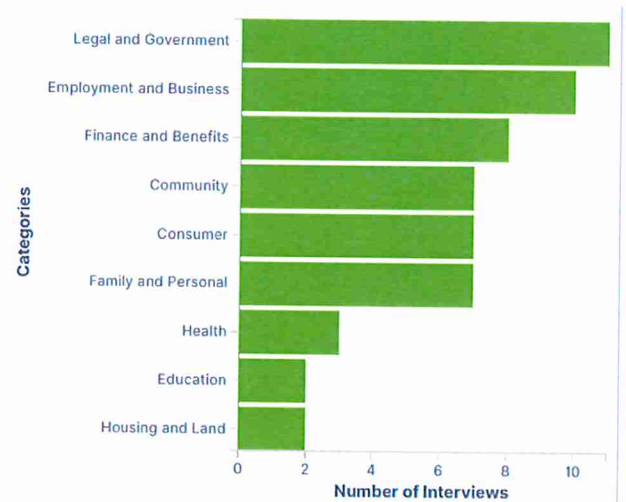
## Migrant Overview

Of the 33 service, users (who identified as migrants) who have used our service over the 22-23 financial year 75% accessed us face to face. In addition, over 50% of the migrants accessing our service have been living in New Zealand for over 5 years. Their top enquiries during the year were legal, government, employment and financial support. Our top 5 countries of origin were, Netherlands, Tonga, India, Germany and Ireland.

Migrant Clients: Length of time in NZ



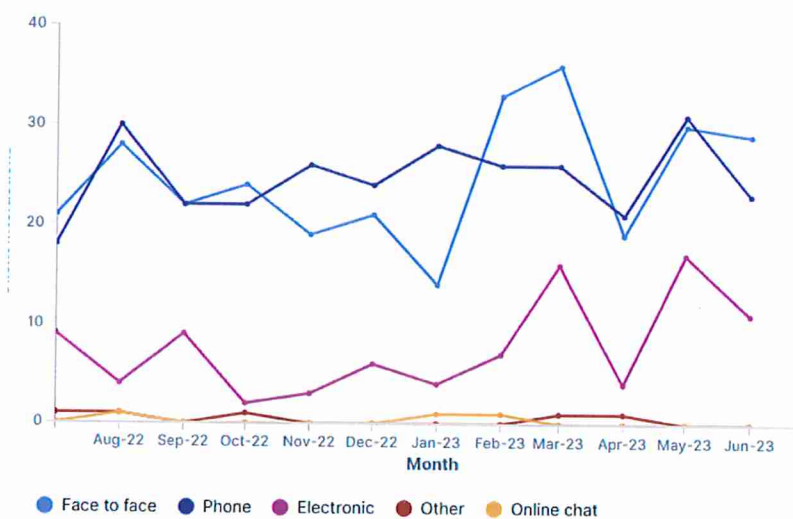
Migrant Report - Top 10 Categories



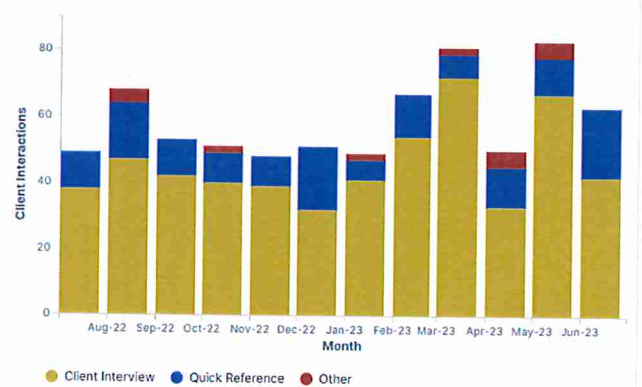
## Trends Report

Trends across the year, shows dips over the Christmas and Easter periods and coinciding with the School Holidays.

Method of Contact (Interviews and Quick Reference)

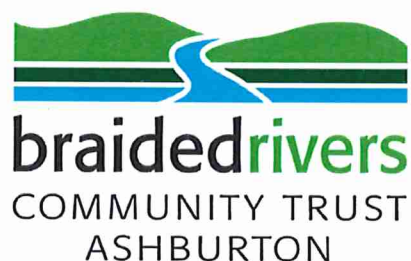


Service Type





Thanks to our Funders







# Citizens Advice Bureau Mid Canterbury Inc.

Performance Report for the year ended 30 June 2023

## Contents

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Statements of Resources and Commitments	7
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## Entity Information

*Who we are? Why do we exist?*

Legal name of entity:*	Citizens Advice Bureau Mid Canterbury Inc.
Other name of entity (if any):	N/A
Type of entity and legal basis (if any):*	Incorporated Society & Registered Charity
Registration number:	CC60453

### 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 Mid Canterbury Inc. elect a Board which includes Chair, Treasurer, Secretary and up to 8 members.

Management: The Board employs a part time Coordinator for 20 hours per week. As at 30 June 2023 there are 17 volunteers.

## **Citizens Advice Bureau Mid Canterbury Inc.**

Performance Report for the year ended 30 June 2023

Citizens Advice Bureau Mid Canterbury Inc. 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 Mid Canterbury relies on funding from the Ashburton District Council, NZ Lottery Grants Board, Community Trust Mid and South Canterbury, COGS, the Lion Foundation, and the Braided Rivers Trust for the coordinator role and other operational costs.

Citizens Advice Bureau Mid Canterbury 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 Mid Canterbury Inc. to obtain funding is by applying for funding and grants for the service provided.

### **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 17 volunteers.

**Additional information:\***

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

**Contact details**

<b>Physical address:</b>	Community House 44 Cass Street Ashburton 7700
<b>Postal address:</b>	PO Box 156 Ashburton 7740
<b>Phone/fax:</b>	03 928 8761
<b>E mail address:</b>	<a href="mailto:coordinator.midcanterbury@cab.org.nz">coordinator.midcanterbury@cab.org.nz</a>
<b>Website address:</b>	<a href="http://www.cab.org.nz">www.cab.org.nz</a>



# 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*	Last year*
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"> <li>• Direct person to person provision of information and advice <ul style="list-style-type: none"> <li>○ Face to Face</li> <li>○ Phone</li> <li>○ Email</li> <li>○ Other</li> <li>○ <b>Total</b></li> </ul> </li> </ul>	246 213 81 5 <b>545</b>	159 145 78 6 <b>388</b>
• Clinics provided by other organisations in the bureau	4	37
• Other bureau services – additional to providing information and advice	166	223
Entering and rechecking of service provider entries on the database	462	-

# Statement of Receipts and Payments

*How was it funded? What did it cost?*

	Notes	This year* \$	Last year* \$
<b>Operating receipts</b>			
Grants and donations*	2	47,928.60	305.00
Fundraising and other similar receipts*	2	100.00	608.69
Fees, subscriptions and other receipts from members*	2	129.10	
Receipts from providing goods or services*	2	7,800.00	
Interest, dividends and other investment income receipts*	2	0.92	
Other operating receipts	2	543.46	
Net GST received			36.53
<b>Total operating receipts</b>		<b>56,502.08</b>	<b>950.22</b>
<b>Operating payments</b>			
Payments related to fundraising*	3	0.00	365.22
Volunteer and employee related payments*	3	30,182.63	
Payments related to providing goods or services*	3	12,473.74	17.00
Grants and donations paid*	3	0.00	
Other operating payments	3	0.00	
Net GST Paid		249.82	
<b>Total operating payments</b>		<b>42,906.19</b>	<b>382.22</b>
<b>Operating surplus or (deficit)</b>		<b>13,595.89</b>	<b>568.00</b>
<b>Increase/(decrease) in bank accounts and cash*</b>		<b>14,163.89</b>	<b>568.00</b>
Bank accounts and cash at the beginning of the financial year*		568.00	0.00
<b>Bank accounts and cash at the end of the financial year*</b>		<b>14,163.89</b>	<b>568.00</b>
Represented by: *			
Cheque account(s)		13,933.87	568.00
Petty cash		230.02	0.00
<b>Total bank accounts and cash at the end of the financial year*</b>		<b>14,163.89</b>	<b>568.00</b>

# 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)*	14,163.89	568.00
<b>Money held on behalf of others*</b>		
<b>Description*</b>	<b>Amount*</b>	<b>Amount*</b>
Volunteer Account	230.02	-
<b>Money owed to the entity*</b>		
<b>Description*</b>	<b>Amount*</b>	<b>Amount*</b>
GST refund	213.29	-
<b>Other resources*</b>		
<b>Description and source of value* (cost or current value required if practical to obtain)</b>	<b>Cost or current value*</b>	<b>Cost or current value*</b>
Laptops and IT equipment at cost	5,500	5,500
Office equipment at cost	3,800	3,800
Furniture and fittings at cost	1,800	1,800

## Schedule of Commitments

	This year \$	Last year \$
<b>Money payable by the entity*</b>		
<b>Description*</b>	<b>Amount*</b>	<b>Amount*</b>
Salary, PAYE, Kiwisaver and ACC levies	641.95	
Accrued Leave	1,321.60	
GST		36.53

## Schedule of Other Information

	This year \$	Last year \$
<b>Grants of donations with conditions attached (where conditions not fully met at balance date)*</b>	<b>Amount*</b>	<b>Amount*</b>
Lions Foundation Grant (received 30 March 2023.)	5,000	
Braided Rivers Trust (received 22 February 2023)	2,000	

# Notes to the Performance Report

## Note 1: Accounting Policies

*How did you do your accounting?*

### Basis of Preparation\*

Citizens Advice Bureau Mid Canterbury Inc. 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 Mid Canterbury Inc. 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	Ashburton District Council	15,928	
	COGS	10,000	
	Community Trust Mid/South Canterbury	10,000	
	Lottery Grants Board	5,000	
	Lion Foundation	5,000	
	Braided Rivers Trust	2,000	
	Public Donations		305.00
	<b>Total</b>	<b>47,928</b>	<b>305.00</b>

		This year	Last year
Receipt Item	Analysis	\$	\$
Fundraising and other similar receipts	Fundraising	100.00	608.69
	<b>Total</b>	<b>100.00</b>	<b>608.69</b>

		This year	Last year
Receipt Item	Analysis	\$	\$
Fees, subscriptions and other receipts from members	Volunteer monies	129.10	
	<b>Total</b>	<b>129.10</b>	

**Citizens Advice Bureau Mid Canterbury Inc.**  
Performance Report for the year ended 30 June 2023

		This year	Last year
Receipt Item	Analysis	\$	\$
Receipts from providing goods or services	Safer Mid Canterbury – Helping Hands Booklet	5,000.00	
	Safer Mid Canterbury – Refugee Services Office Support	1,800.00	
	Geeks on Wheels – Office Service Support	1,000.00	
	<b>Total</b>	7,800.00	

		This year	Last year
Receipt Item	Analysis	\$	\$
Interest, dividends and other investment income receipts	Interest Income	0.92	
	<b>Total</b>	0.92	

		This year	Last year
Receipt Item	Analysis	\$	\$
Other operating receipts	Sundry Income	543.46	
	<b>Total</b>	543.46	

**Note 3: Analysis of Payments**  
*What did it cost?*

		This year	Last year
Payment Item	Analysis	\$	\$
Payments related to fundraising	Fundraising expenses		365.22
	<b>Total</b>		365.22

**Citizens Advice Bureau Mid Canterbury Inc.**  
Performance Report for the year ended 30 June 2023

		This year	Last year
Payment Item	Analysis	\$	\$
Volunteer and employee related payments	Coordinators Salary	29,270.20	
	Kiwisaver	723.39	
	ACC	-	
	Staff training	189.04	
	<b>Total</b>	<b>30,182.63</b>	

		This year	Last year
Payment Item	Analysis	\$	\$
Payments related to providing goods or services	Advertising	115.83	
	Bank Fees	78.20	17.00
	Event Registration	265.22	
	Freight Postage and Courier	36.00	
	General Expenses	234.78	
	Insurance	126.95	
	Labour	950.00	
	Office Expenses	37.31	
	Payroll Fees	664.75	
	Printing, photocopying and stationary	1,111.66	
	Rent	6,009.71	
	Repairs and Maintenance	135.00	
	Resources	250.00	
	Subscriptions	848.09	
	Telephone and Internet	538.78	
	Travel	1,071.46	
	<b>Total</b>	<b>12,473.74</b>	<b>17.00</b>

		This year	Last year
Payment Item	Analysis	\$	\$
Grants and donations paid	Nil		
	<b>Total</b>		

**Note 4: Correction of errors\***

None applicable

**Note 5: Related party transactions\***

There were no transactions involving related parties during the financial year.



**Citizens Advice Bureau Mid Canterbury Inc.**  
Performance Report for the year ended 30 June 2023

(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*
Nil		



7 August 2023

Via Email

Dear Board members

**AGREED UPON PROCEDURES REPORT OF FACTUAL FINDINGS – CITIZENS ADVICE BUREAU  
MID CANTERBURY****Purpose of this Agreed-Upon Procedures Report**

Our report is solely for the purpose of assisting the Board in determining whether the Bureau has met its reporting requirements in line with the Model Bureau Constitution.

**Responsibilities of the Engaging Party and the Responsible Party**

the Board has acknowledged that the agreed-upon procedures are appropriate for the purpose of the engagement.

Moore Markhams Wellington Audit, as identified by the Board, is responsible for the subject matter on which the agreed-upon procedures are performed.

**Practitioner's Responsibilities**

We have conducted the agreed-upon procedures engagement in accordance with the International Standard on Related Services (New Zealand) (ISRS (NZ)) 4400, *Agreed-Upon Procedures Engagements*.

An agreed-upon procedures engagement involves our performing the procedures that have been agreed with the Board, and reporting the findings, which are the factual results of the agreed-upon procedures performed. We make no representation regarding the appropriateness of the agreed-upon procedures.

This agreed-upon procedures engagement is not an assurance engagement. Accordingly, we do not express an opinion or an assurance conclusion.

Had we performed additional procedures, other matters might have come to our attention that would have been reported.

**Practitioner's Responsibilities**

We have complied with the ethical requirements in PES 1 *Code of Ethics for Assurance Practitioners*. For the purpose of this engagement, there are no independence requirements with which we are required to comply.

Our firm applies ISRS (NZ) 4400: *Agreed-upon Procedures Engagements* and accordingly, maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

**Procedures and Findings**

We have performed the procedures described below, which were agreed upon with the Board, in determining whether the Bureau has met its reporting requirements in line with the Model Bureau Constitution.

We have agreed to perform the following procedures and report to you the factual findings resulting from our work:

	Procedures	Findings
1	<p><b><u>Banking Controls Review</u></b></p> <p>Obtain confirmation from the Bureau's banking provider that dual authorisation is required for all outgoing payments.</p> <p>This is to ensure compliance with clause 17.1 of the Model Bureau Constitution:</p> <p><i>17.1 The Board may establish such bank accounts as it considers appropriate which must be operated, manually or electronically, jointly on the signatures of any two (2) of the persons authorised and appointed for that purpose by the Board.</i></p> <p>If credit / debit cards are held this would include consideration of the controls associated with these, including existence of a retrospective 'one up' review of expenditure incurred, in accordance with best practice.</p>	<p>We sighted that dual authorisation is required for all outgoing payments by appropriate signatories.</p> <p>No areas of concern were identified from our work performed.</p>
2	<p><b><u>Expenditure Verification</u></b></p> <p>Obtain the cashbook or accounting ledger and bank statements of the bureau and assess whether expenditure incurred is in accordance with the aims and charitable purposes of the bureau.</p> <p>This is to ensure compliance with clause 20.1 of the Model Bureau Constitution:</p> <p><i>20.1 Any income, benefit or advantage must be applied to the charitable purposes of the Bureau.</i></p>	<p>We selected 10 transactions and agreed these to supporting invoices and / or receipts.</p> <p>These items appeared to be incurred in support of the charitable purpose of the Bureau.</p> <p>No areas of concern were identified from our work performed.</p>
3	<p><b><u>Unusual Items Review</u></b></p> <p>Peruse the cashbook or accounting ledger to assess whether there are any unusual items of note that require additional testing or enquiry.</p>	<p>No areas of concern were identified from our work performed.</p>
4	<p><b><u>Payroll Review</u></b></p> <p>Obtain an employee payroll report / summary and agree amount reported to the signed employment contract and other relevant other supporting documentation.</p> <p>This is to ensure payments made to employees are appropriate in line with the agreed employment terms.</p>	<p>We selected an employee and agreed contractual remuneration to actual payments made.</p> <p>No areas of concern were identified from our work performed.</p>

Kind regards  
**Moore Markhams Wellington Audit**

A handwritten signature in black ink, appearing to read 'Andrew Steel', with a stylized flourish at the end.

**Andrew Steel**  
Partner  
[Andrew.steel@mooremarkhams.nz](mailto:Andrew.steel@mooremarkhams.nz)

