



41 Years of Citizens Advice Bureau in Tauranga

Annual Report

1st July 2017 - 30th June 2018



Citizens
Advice
Bureau



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



Dorothy Gibbs Secretary, Gayle Shaw Chair, Lois King, Lynn Archer, Pam Simons Treasurer, Penny Dudfield, Sonya Corbet Minute Secretary,

Members

Alison Lawrence
Ann King
Barbara Beard
Barbara Cumming
Brenda Paterson
Bruce Puddle
Carolyn Pittams
Chris Buckley
Claire Sligh
Colleen Bennett
David Tong
Diane Stevens
Dick Williams – JP
Donald Cable
Donna Smallbone
Dorothy Gibbs
Felicity McGrath
Gayle Shaw
Gill Barnes
Isla Burrige
Jan Kaye
Jan Moyes
Janet Freeman

Jen Topp
Jenny Smith
Jenny Whiting
Jill Best
Jill Northcroft
Joan Forester
Judie Burton
Judith Simpson - JP
Judy Howard
Karen Olsen
Kathy Richards
Leonora Dixon
Lois King
Lynn Archer
Margaret Cunningham
Marj Nixon
Michael Grose
Pam Simons
Paula Cross
Penny Dudfield
Pixie Lochhead
Richard Cox
Shirleyanne Burch

Sonya Corbet
Sue Elsmore
Sue Walsh
Tania Brittain
Terry Crosby
Tony Booth
Tony Price
Valerie Taylor
Wendy Neilson - JP

Manager:
Kim Saunders

LIFE MEMBERS

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

Agenda

Annual General Meeting

Held at St Enoch's Church, 16th Avenue, Tauranga
on Tuesday 28th August at 10.00am

Welcome

Adoption of Agenda

Apologies

Confirmation of AGM Minutes – 25th August 2017

Confirmation of the Special General Meeting – 6th December 2017

Matters Arising

Chairperson's Report

Presentation of the Financial Report

Appointment of Reviewer

Presentation of Certificates

Election of Officers

Close

Guest Speaker: Our speaker today is Annie Barry - First Female Fire Fighter in New Zealand

Thank You

To all organisations that have supported Citizens Advice Bureau Tauranga in 2017-18



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

Members Long Service

Congratulations

Vivienne Andrews - Life Member resigned 2011

24 Years	Judith Simpson <i>(Life Member)</i>	10 Years	Michael Grose	6 Years	Gayle Shaw
	Dick Williams <i>(Life Member)</i>	9 Years	Terry Crosby		Judie Burton
			Claire Sligh		Dorothy Gibbs
			Jen Topp		Jenny Whiting
22 Years	Shirleyanne Burch <i>(Life Member)</i>	8 Years	Colleen Bennett		Valerie Taylor
			Isla Burrige	5 Years	Barbara Beard
21 Years	Richard Cox <i>(Life Member)</i>		Janet Freeman		Gill Barnes
	Kathy Richards <i>(Life Member)</i>	7 Years	Tony Booth		Wendy Neilson
			Sonya Corbet		
17 Years	Jan Kaye		Jill Northcroft		
12 Years	Diane Stevens				

Minutes of AGM 2017

Held at Papamoa Community Centre, 15 Gravatt Road, Papamoa
On Friday 25 August 2017 at 10.00am

Chair, Keryn Rennie, declared the meeting open and welcomed Bureau members and the Bureau Manager, Kim Saunders. A special welcome was extended to Life members of CABT - Vivienne Andrews (and Fred Andrews), Judith Simpson, Dick Williams and Richard Cox (Shirleyanne Burch was also invited but was on duty at the Bureau); and Guests - Mayor Greg Brownless, Tauranga City Council (10am-11am); Dani Jurgeleit, Community Development Officer, Tauranga City Council; Jo Morgan, Manager, Baywide Community Law Service, and Brendon Gardner, Relationship Manager, Migrant Skills Retention, MBIE.

Present: Barbara Beard, Bill Philip, Bruce Puddle, Carolyn Pittams, Cath Ansley, Claire Sligh, Colleen Bennett, Diane Stevens, Dianne Sundberg, Dick Williams, Dorothy Gibbs, Gayle Shaw, Gill Barnes, Jen Topp, Jill Northcroft, Judith Simpson, Kathy Richards, Lois King, Maryella Wakelin, Michael Grose, Ngaire Foote, Penny Dudfield, Peter Norman, Rachel Rolston, Richard Cox, Rochelle Hubbard, Terry Crosby, Tony Booth, Tony Price, Valerie Taylor.

Moved

"That the Notice convening the meeting and the Agenda be taken as read." Peter Norman / Gayle Shaw

Carried

Apologies: Bureau Members – Brenda Paterson, Christine Allsop, Chris Wheeler, Cythnia Qiu, Donna Smallbone, Elizabeth Hughes, Isla BurrIDGE, Jan Kaye, Jan Russell, Janet Freeman, Jenny Whiting, Joan Forester, Judie Burton, Judy Howard, Leonora Dixon, Lynn Archer, Marj Nixon, Pam Simons, Paula Cross, Pixie Lochhead, Sonya Corbet, Sue Elsmore, Sue Trowell, Wendy Neilson. Invited Guests – Kerry Dalton, Executive Officer, CABNZ; John Britton, President of CABNZ CAB, Otaki; Mayor Garry Webber, Western BOP District Council; Richard Vaughan, National Board Member CABNZ & Cambridge; Glenda Berriman, National Board Member CABNZ & CAB Rotorua, Glenn Harris, Chair, Baywide Community Law Service; CAB Rotorua & CAB Whakatane, On Duty CAB Members – Sue Walsh and Shirleyanne Burch.

Moved

"That the apologies be received and accepted." Maryella Wakelin / Tony Price

Carried

Confirmation of 2016 AGM Minutes:

Moved

"That the distributed Minutes of the 2016 Annual General Meeting held on 16th August 2016 be confirmed." Gayle Shaw / Dorothy Gibbs

Carried

Matters Arising:

There were no matters arising from the 2016 Minutes.

Confirmation of 2017 Special General Meeting Minutes:

Moved

"That the distributed Minutes of the 2017 Annual General Meeting held on 14th March 2017 be confirmed." Diane Stevens / Tony Price

Carried

Correspondence:

There was no correspondence arising from the 2016 AGM.

Chairperson's Report:

Moved	"That the Annual Report be received." Keryn Rennie / Terry Crosby	Carried
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Moved	"That the Annual Report be adopted." Keryn Rennie / Maryella Wakelin	Carried
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Financial Report:

Moved	"That the reviewed Performance Report be received." Richard Cox / Peter Norman	Carried
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The Treasurer presented his Report which was well received.

Moved	"That the Performance Report be adopted." Richard Cox / Terry Crosby	Carried
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Moved	"The Treasurer moved a vote of thanks to the Reviewer, Mr D.R. Pilbrow." Richard Cox / Terry Crosby	Carried
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Appointment of Reviewer:

Moved	"That Mr D.R. Pilbrow be appointed Financial Reviewer for the 2017/2018 accounts." Richard Cox / Gayle Shaw	Carried
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Presentation of Certificates:

Long Service Certificate were presented by CABT Life Member, Judith Simpson, to:

5 Years: Cath Ansley, Dorothy Gibbs, Judie Burton (absent as currently ill in hospital),
Gayle Shaw, Jenny Whiting (absent) and Valerie Taylor.

20 Years: Kathy Richards and Richard Cox.

Life Membership:

Life Membership was awarded to Kathy Richards who has served the Bureau for 20 years. Kathy was thanked for her work over the years and presented with flowers and a limited edition print by Judith Simpson, Life Member.

Outgoing Board Members:

Presentations and thanks for their services were made to Richard Cox (retiring Treasurer) and Colleen Bennett (retiring Board Member). Ngaire Foote (retiring Minute Secretary) was also thanked and presented with a gift.

Election of Officers:

The Chair asked the Minute Secretary if all persons proposed for the Board had been seconded and agreed to serve. The Minute Secretary replied in the affirmative. Dorothy Gibbs was invited to take the Chair.

Chairperson:

Keryn Rennie (proposed by Maryella Wakelin, seconded by Isa Burridge).

Moved	"That, as there is only one nomination for Chairperson, Keryn Rennie be declared duly elected." Diane Stevens / Terry Crosby	Carried
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The Acting Chairperson handed back to the Chair.

Board Secretary:

Dorothy Gibbs (proposed by Gayle Shaw, seconded by Kathy Richards).

Moved	"That, as there is only one nomination for Board Secretary, Dorothy Gibbs be declared duly elected." Richard Cox / Peter Norman	Carried
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Treasurer:

Pam Simons (proposed by Janet Freeman, seconded by Dianne Sundberg).

Moved	"That, as there is only one nomination for Treasurer, Pam Simons be declared duly elected." Penny Dudfield / Gayle Shaw	Carried
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Board Members:

The Chair asked the nominees for the Board to stand as she called out their names so that she could introduce them.

- Gayle Shaw (proposed by Dorothy Gibbs, seconded by Michael Grose).
- Lois King (proposed by Keryn Rennie, seconded by Judith Simpson).
- Lynn Archer (proposed by Keryn Rennie, seconded by Sonia Corbet).
- Penny Dudfield (proposed by Keryn Rennie, seconded by Lois King).
- Peter Norman (proposed by Maryella Wakelin, seconded by Isla Burridge).
- Rachel Rolston (proposed by Michael Grose, seconded by Gill Barnes).
- Rochelle Hubbard (proposed by Pixie Lochhead, seconded by Judith Simpson).

Moved	"That, as the candidates for the Board are more than the minimum required and less than the maximum allowed, they be declared duly elected." Maryella Wakelin / Michael Grose	Carried
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The Chair asked if any of the Special Guests would like to say a few words but none of them took up this invitation.

The Chair thanked everyone for attending the AGM and declared the meeting closed at 10.45am.

Guest Speaker:

Anne Darroch, Principal Disputes Referee for the Disputes Tribunal spoke to members and invited guests.

Chairperson:

Date:

Special General Meeting Minutes

Held at Daniels in the Park, Tauranga at 11.40am on Wednesday, 6 December 2017

Chairperson Gayle Shaw declared the meeting open and welcomed 45 Bureau Members with a special mention to Bureau Manager Kim Saunders.

Present:

Alan Lawes, Ann King, Barbara Beard, Bill Philip, Bruce Puddle, Carolyn Pittams, Cath Ansley, Chris Allsop, Chris Buckley, Chris Wheeler, Claire Sligh, Colleen Bennett, David Tong, Dick Williams, Donald Cable, Donna Smallbone, Dorothy Gibbs, Gayle Shaw, Gill Barnes, Isla Burrige, Jan Kaye, Jan Russell, Janet Freeman, Jen Topp, Jenny Whiting, Joan Forester, Judy Howard, Kathy Richards, Lois King, Lynn Archer, Margaret Cunningham, Maryella Wakelin, Michael Grose, Pam Simons, Paula Cross, Richard Cox, Rochelle Hubbard, Sonya Corbet, Sue Elsmore, Sue Trowell, Terry Crosby, Tony Booth, Tony Price, Valerie Taylor, Wendy Neilson.

Manager: Kim Saunders

Apologies:

Brenda Paterson, Clive Dadson, Cynthia Qiu, Diane Stevens, Dianne Sunberg, Elizabeth Hughes, Jill Northcroft, Judie Burton, Judith Simpson, Leonora Dixon, Marj Nixon, Penny Dudfield, Pixie Lochhead, Shirleyanne Burch, Sue Walsh.

Moved	"That the apologies be accepted" Terry Crosby/Dorothy Gibbs	Carried
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Business:

Bureau Constitution

Chairperson: The Resolution to be passed is to adopt the Constitution Rule Changes for Citizens Advice Bureau Tauranga (as forwarded by email to all Members on the 21st November 2017 with Notice of Special General Meeting and Appendix 1 which included the Remits attached thereto).

These Remits as passed at the Citizens Advice Bureau New Zealand Incorporated Annual General Meeting held on the 17th October 2017 have been circulated to all members prior to this meeting as in attached Appendix 1.

The Chairperson asked if everyone had read the Remits in relation to changes to our Constitution.

Everyone Agreed

Chairperson asked if there were any questions in relation to the Remits. No questions.

Moved	"All in favour of the remits being entered in the Constitution." Donald Cable/Pam Simons	Carried
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There being no further business the Chairperson wished everyone a Merry Christmas and the meeting closed at 11.50am.

Chairperson:

Date:

Chair's Report

On behalf of the Board, I would like to express my sincere thanks to all our amazing volunteers for another year of dedication and commitment. Many of you spend in excess of ten hours weekly dealing with client enquiries and the behind the scenes operation that are necessary for our organisation to succeed. Your positive reception and the good work empowering the community with advice in so many varied fields makes Citizens Advice Bureau a valuable asset for the people of Tauranga and Western Bay.

The CABT is a member of the Citizens Advice Bureau New Zealand (CABNZ) and as such abides by its Aims, Membership Principles and Policies.

We currently have a total of 55 volunteers and one part time employed staff member, (thank you Kim). During the year we have introduced two new groups of volunteers who all completed our initial training programme under the guidance of our learning and development team followed by a period of support and assistance from designated Buddies. Thank you to the Learning & Development team and Buddies.

Our volunteers travel from far and wide including Rotorua and Katikati to complete their rostered four hour duty, weekly. Additional to the Tauranga roster we have volunteers travelling to Papamoa three times a week which is greatly appreciated.

We work closely with and are supported by both Tauranga City Council (TCC) and the Western Bay of Plenty District Council (WBOPDC). We regularly provide reports to both Councils on our activities and the trends emerging from our client enquiries, which are all recorded.

I would like to acknowledge and thank all our funders without whom the CABT service in Tauranga and Papamoa would not be possible.

- Tauranga City Council (TCC) and Western Bay District Council (WBOPDC) both provide CABT with an annual service Delivery Contract, which has been brought back into line with the Ten Year Plan and extended to three years.
- The Local Community Organisation Grants Scheme (COGS) for funding received for operational expenses.
- CABNZ for the contributions received through their applications to New Zealand Lottery Grants Board, Vodafone New Zealand, and also the Ministry of Business, Innovation & Employment to enable CABT to deliver a "face to face" service for Migrants.
- Enternet on Line (EOL) for providing us with free internet access.
- Sponsorship received from Konica Minolta.
- CABNZ for all the non-cash resources as detailed below.

Citizens Advice Bureau New Zealand (CABNZ) resource knowledgebase, sets the Citizens Advice Bureau ahead of most other information and advice services. Clients are able to telephone from anywhere in the Country using the free phone number, or gain access to the up to date information about rights and obligations in more than 300 subject areas from the CAB public website (www.cab.org.nz).

The Tauranga Bureau along with all of the other CAB's Nationwide relies heavily on the provision of non-cash resources from the national body of CAB (CABNZ) one of which is the integrated IT system. The system supports client interaction and has an intranet giving access to the knowledgebase and the provision to record client enquiries. The reporting system has the ability to highlight issues locally and nationally thus enabling representation through submissions into the central government processes.

In October 2017 we were invited to Hamilton by CABNZ and were involved in a Regional based Hui regarding Quality of Service and to look at our Bureau from the client's perspective. Three members of our Bureau spent two days of engaging and learning about how other Bureaux operate with a view to enhancing our customer service. Our Bureau already had many of the systems discussed in place. However we have recently been trialling a different shift pattern to accommodate the change-over of shift at lunchtime. This is still a work in progress.



Bureau Clinics

Our Bureau Clinics are still widely used on a weekly/fortnightly basis. Half an hour Employment Disputes Clinic appointments are available each Tuesday from 2pm-4pm, these have proved an invaluable resource and most weeks over the past 12 months all appointments have been booked. Grateful thanks to volunteers Tony and David for their dedication this year. The Immigration Clinics fortnightly with Sharp Tudhope's lawyers Michelle, Paul and Lauren have gained momentum ably assisted by our ever present volunteer Leonora, once again many thanks for all the time you all add to this wonderful service. The Justice of the Peace Organisation have four weekly clinics, three of these clinics are run by long serving Citizens Advice Bureau Volunteers, these are on Monday afternoons, Wednesdays and Thursdays morning (Thank you Judith, Dick and Wendy) and the fourth session is on a JP roster basis thank you Kelvin for organising these sessions for us.

Promotion

Thanks to CABNZ for all the marketing material and assistance in creating promotional media and certificates. We have had another successful year of radio promotion for our service which is thanks to Bernie and the Creative Team at Mediaworks – the re-branding of the adverts has certainly made an impact.

Thanks to WBOPDC for sponsorship of the production and printing of this year's Annual Report.

Community Activity & Workshops

We continue to reach out to other community organisation by attending community events as well as attending regular meeting with local agencies and organisations and we also represent the CABT at all Tauranga City Council and Western Bay of Plenty District Council citizenship ceremonies. In addition we provide a CABT Speaker on request to a wide range of local groups and in return we invite many local organisations and specialists to talk to us about their own activities as demonstrated through the monthly On Going Learning sessions. These sessions are very empowering to the volunteers and we are very proud of the quality of advice and assistance we provide to the clients through knowing that CABT is both a trusted and well used organisation.

Community education and workshops have been provided to increase the knowledge, including rights and obligations, to International Students at both Toi Ohomai and English Language Partners with some brilliant feedback. Thanks to Gill, Sue and Janet.

Our behind the scenes teams

The **Information Team** keep all the local and national pamphlets in order and readily available for our clients thanks to Marj, Carolyn, and Pixie for the sterling job you do. The **Updating Team** makes sure all our information for the database is checked and updated to assist our Bureau volunteers to give options and empower our clients. Thanks go to Claire, Isla, Michael, Jen and Brenda for all their hard work and dedication. All our client records are checked for quality of service and potential learning opportunities, on a daily basis, no mean feat, thanks go to the **Checking Team** Lynn, Penny, Gayle, Jenny and Jan for their diligence. In the past twelve months our **Learning & Development Team** has worked extremely hard to deliver two induction courses including probation sessions. These are all part of the Citizens Advice Bureau New Zealand's (CABNZ) roadmap. On-going learning monthly has also seen some great sessions whether it be "hands-on" in our Annexe with volunteer interaction or listening to a speaker from various organisations. The **Social Team** has been instrumental in making sure our volunteers have some fun too, so grateful thanks to Gill, Barbara, Penny & Valerie.

Papamoa Satellite Bureau has become a regular commitment for our volunteers. It has also provided a learning opportunity, all good experience for our emergency planning. We have had in excess of 300 enquiries through the Community Centre this year. Thank you all the volunteers who have worked at Papamoa this year. Last but not least thank you to this year's Board.

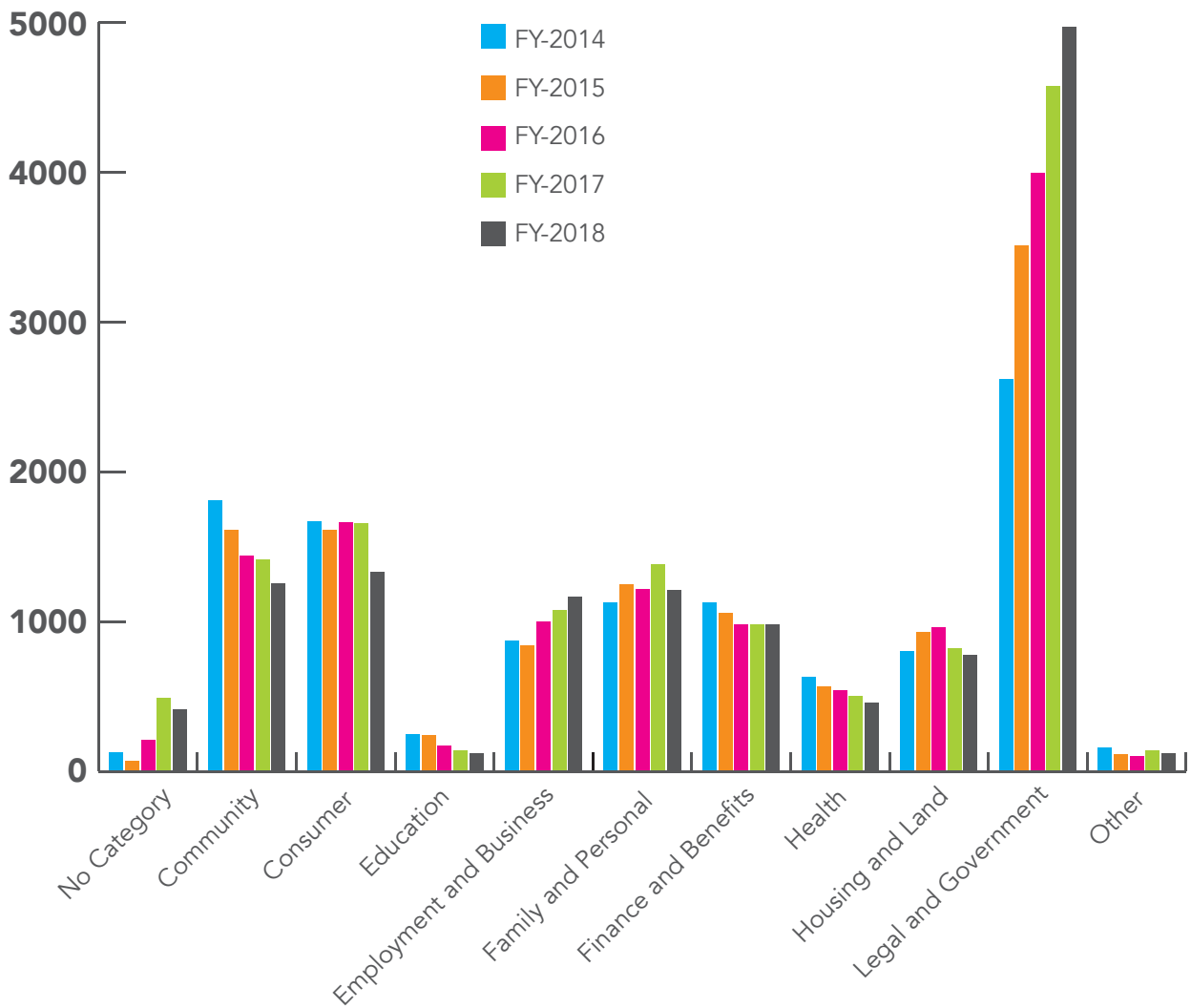
FOR THE FUTURE....

....moving forward and resources permitting, we will endeavour to look into more satellite Bureaux in the area to enable more of the community to be reached by the Citizens Advice Bureau Tauranga Service.

A. Shaw

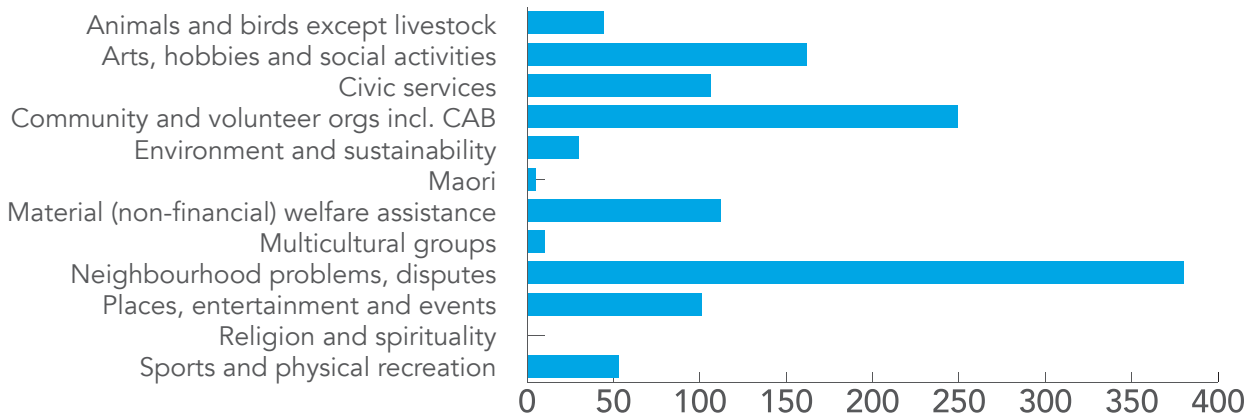
Enquiry Totals 2014-18

Categories	FY-2014	FY-2015	FY-2016	FY-2017	FY-2018
No Category	123	69	208	490	415
Community	1809	1609	1440	1415	1252
Consumer	1668	1612	1658	1656	1332
Education	244	241	170	141	116
Employment and Business	870	836	998	1075	1164
Family and Personal	1126	1245	1212	1378	1206
Finance and Benefits	1128	1058	981	980	979
Health	626	562	538	500	454
Housing and Land	801	931	957	821	774
Legal and Government	2614	3506	3995	4575	4965
Other	160	112	98	141	119
Grand Total	11169	11781	12255	13172	12776



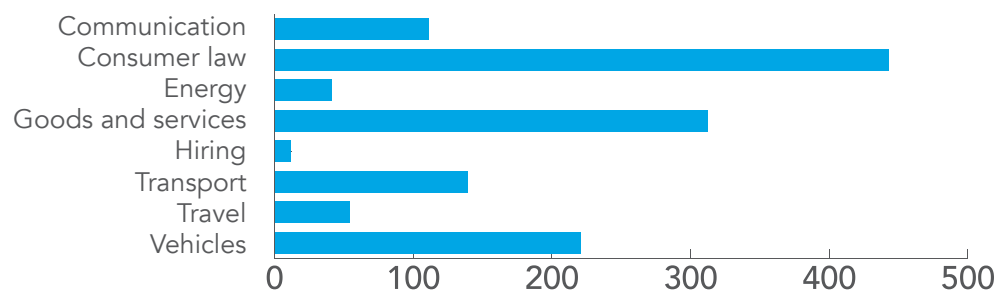
Community Enquiries 2017-18

	Services	Indepth Interviews	Total
Animals and birds except livestock		44	44
Arts, hobbies and social activities		162	162
Civic services		106	106
Community and volunteer orgs incl. CAB	10	239	249
Environment and sustainability		30	30
Maori		5	5
Material (non-financial) welfare assistance		112	112
Multicultural groups		10	10
Neighbourhood problems, disputes		380	380
Places, entertainment and events		101	101
Religion and spirituality		0	0
Sports and physical recreation		53	53



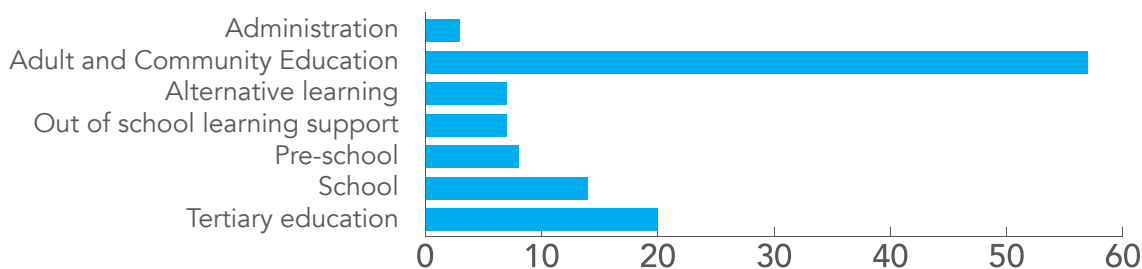
Consumer Enquiries 2017-18

	Services	Indepth Interviews	Total
Communication	3	108	111
Consumer law		443	443
Energy		41	41
Goods and services	1	310	311
Hiring		12	12
Transport		139	139
Travel		54	54
Vehicles	1	220	221



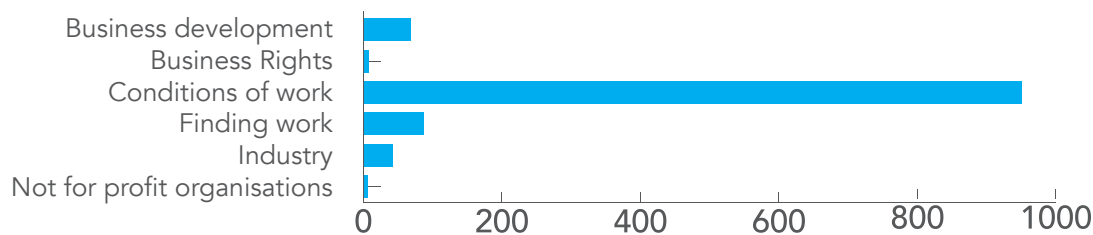
Education Enquiries 2017-18

	Services	Indepth Interviews	Total
Administration		3	3
Adult and Community Education		57	57
Alternative learning		7	7
Out of school learning support		7	7
Pre-school		8	8
School		14	14
Tertiary education		20	20



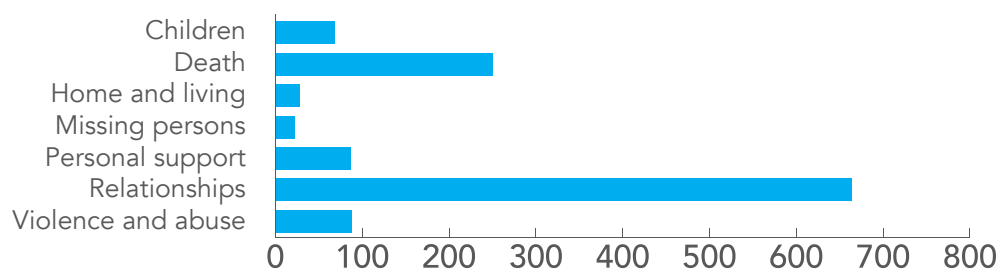
Employment Enquiries 2017-18

	Services	Indepth Interviews	Total
Business development		68	68
Business Rights		8	8
Conditions of work		951	951
Finding work		88	88
Industry		42	42
Not for profit organisations		7	7



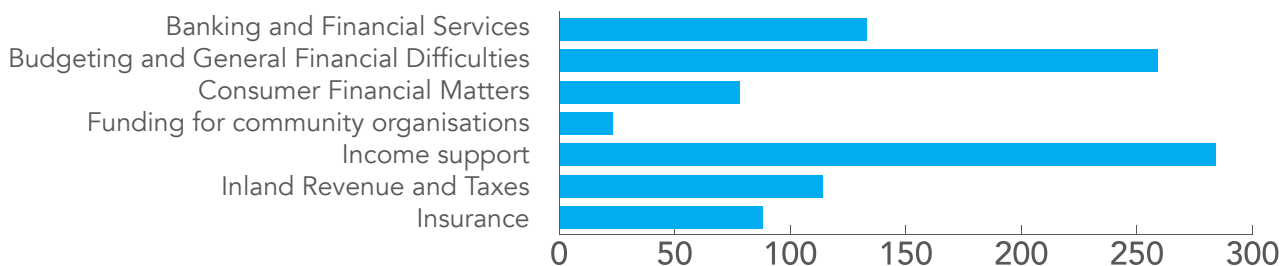
Family and Personal Enquiries 2017-18

	Services	Indepth Interviews	Total
Children	1	68	69
Death	1	249	250
Home and living		28	28
Missing persons		20	20
Personal support	1	86	87
Relationships		664	664
Violence and abuse		88	88



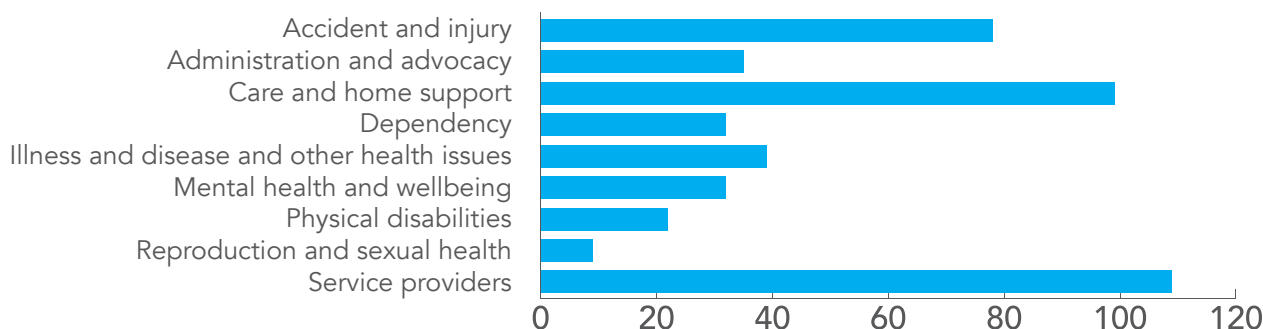
Finance and Benefits Enquiries 2017-18

	Services	Indepth Interviews	Total
Banking and Financial Services	1	132	133
Budgeting and General Financial Difficulties	1	258	259
Consumer Financial Matters		78	78
Funding for community organisations and individuals		23	23
Income support		284	284
Inland Revenue and Taxes	1	113	114
Insurance		88	88



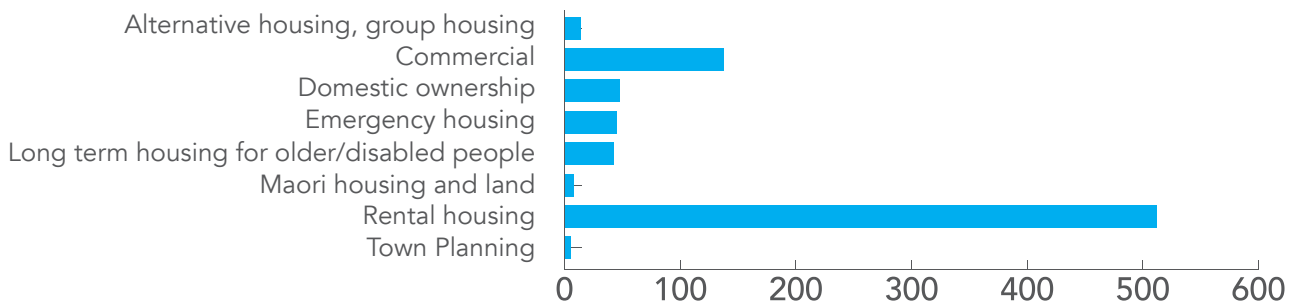
Health Enquiries 2017-18

	Services	Indepth Interviews	Total
Accident and injury	1	77	78
Administration and advocacy		35	35
Care and home support		98	98
Dependency		32	32
Illness and disease and other health issues		39	39
Mental health and wellbeing		32	32
Physical disabilities		22	22
Reproduction and sexual health		9	9
Service providers	1	108	109



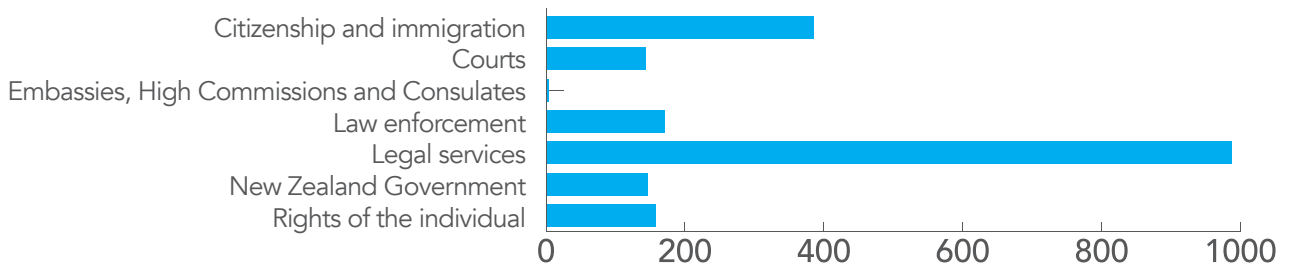
Housing and Land Enquiries 2017-18

	Services	Indepth Interviews	Total
Alternative housing, group housing			0
Commercial		14	14
Domestic ownership		138	138
Emergency housing		48	48
Long term residential housing for older or disabled people		45	45
Maori housing and land		11	11
Rental housing		512	512
Town Planning		6	6



Legal and Government Enquiries 2017-18

	Services	Indepth Interviews	Total
Citizenship and immigration	3	382	385
Courts	1	142	143
Embassies, High Commissions and Consulates		4	4
Law enforcement	2	168	170
Legal services		987	987
New Zealand Government		146	146
Rights of the individual		158	158



Papamoa Satellite Bureau



We have a Satellite Bureau at Papamoa Community Centre, 15 Gravatt Road, Papamoa which was originally set up in November 2016 with over 700 enquiries. The Service is available on Tuesday, Wednesday and Thursday each week between 10am – 1pm.

The service being provided has been slower being recognised by the Local Community than we had hoped, however we have now received funding to assist with further advertising and hopefully this will make a difference and help the Public become more aware of our service in Papamoa.

Establishing the Papamoa Satellite Bureau has been of valuable assistance in the process of setting up a mobile CAB for any emergency situation in the future.

We are continually looking for suggestions on how we can better promote CAB in Papamoa and welcome any input from our Volunteers.

Our thanks to Sylvia and her staff at Bay Venues for all the help they have given in enabling us to use their facilities in bringing CAB to the Papamoa Community, along with Tauranga City Council.

Thank you also to our dedicated Volunteers involved in working a shift at Papamoa whilst also working their regular shift at the Tauranga CAB Bureau it is very much appreciated.

We can always benefit from any new Volunteers who would like to be involved in the Papamoa Satellite Bureau, if anyone is interested, existing or new, please do not hesitate to contact our Manager.

Dorothy Gibbs.

Wearing Two Hats.

Dick Williams and I joined the Bureau 24 years ago. We are all that is left of the Class of '94. When we joined, the Bureau was just purchasing their first computers and a basic data base was being set up. Just look at it now 'Google' eat your heart out!

Along the way we have both held Chairman, On Going Learning, Up Dating and Pamphlet Duties to name but a few.

Then Dick came in with another "Hat". He became a Justice of the Peace, soon to be followed by me... Judith.

Working on the phones it soon became obvious that there were many calls asking for the services of a J.P. A "Why Don't We?" conversation arose.

“ **Why don't we set up a JP Clinic here at the Bureau?** ”

And so began the opening of a series of Clinics around the City. 18 in total with 4 days covered at

the Bureau. Remarkably, the idea was picked up by the National Office of Justices and there are now Clinics in most towns and Cities in New Zealand. Take a bow Citizens Advice Bureau Tauranga.

What do we do? Is an often asked question.

Mostly we just sign our name but the "What to?" is the interesting part.

The bulk of our signatures cover Certifying Copies but even that can be tricky. Imagine 10 copies of one passport to be certified but "snuck" in the middle are two fraudulent copies. Good spotting.

Statutory declarations (Did you know you could go to jail for 3 years for misdeclaring!), Electronic Transfers, Affidavits, Signing papers for pets to travel overseas are a few but Dissolutions of Marriage are my bête noir! If you don't get it right the Judge sends them back.

Thursday mornings are never dull.

Judith Simpson – CAB Volunteer and Justice of the Peace.

Employment Clinic – Tauranga CAB

Tauranga CAB has been operating the Employment Clinic on a weekly basis for about two years. It is run by one regular (me) and one relief volunteer (David) on Tuesday afternoons. Our activities range from assisting clients in understanding their rights under the Acts listed below, assistance in writing letters to their employer, providing support at disciplinary meetings, or referring them to Employment Advocates who can help them with more serious cases. Some of the relevant Acts are:

Employment Relations Act 2000, Minimum Wage Act 1983, Holidays Act 2003, Parental Leave and Employment Protection Act 1987.

“Working in the clinic has its rewards and frustrations”

The rewards include the straightforward “thank you” from a client who feels they have benefited from their discussion with us to more tangible results for clients

such as the person who received a \$250,000 award in the Employment Court that started with a simple query about whether she was being correctly paid.

Against that it is frustrating to deal with a client who doesn’t understand the law or what they should do to protect themselves, for example those that say “I think I was given an Employment Agreement when I started but don’t know what I did with it”, or even remember what was in the Agreement they were given. Often the answer to the question “They can’t do that can they?” lies in the wording of the Employment Agreement.

The other side of the coin is the significant number of small business owners who either don’t know their obligations under the various Acts, or who choose to ignore them in the belief (quite often correctly) that their employees won’t know any better.

It seems there is a lack in our education system that school leavers lack a basic understanding of employment law when they find their first job.

Tony Booth

Migrant Community Education, Workshops and the Gardening Group!

During March and July, Sue and myself presented workshops for the International Students at Toi Ohomai (The Windermere Polytechnic Campus). This involved an information session of the CAB – particularly the services it can offer them as they assimilate into a new community.

The sessions are based on the contents of a promotional folder – put together for this purpose explaining and showing the attendees the brochures which had particular relevance to them such as Tenancy, Employment, Consumer and the Translation service/Language Connect and useful websites such as cab.org.nz, New Zealand Now and New Kiwi. The workshop were well received and the feedback positive – one student stating.

“Coming to a new Country can be nerve racking “But having seminars of this nature are extremely comforting and reassuring. The true spirit of feeling welcomed and supported were clearly conveyed”

I also met with international students in March and June at the English Language Partners in Tauranga. These were smaller groups and once again I introduced them to the CAB and the service available. They had limited English speaking abilities but seem to enjoy receiving the resources and knowing how CAB could help them.

Finally in February I also spoke to the Greerton Garden Club about CAB services and talked of its origins and the services it provides the community. A lovely group of ladies who responded well with interesting questions (not to mention providing a wonderful afternoon tea!)

Gill Barnes

When the Immigration Clinic first started

When the Immigration Clinic first started, Kim asked me if I would like to sit in during the client interviews. I readily agreed as I thought it is an excellent way of learning more about immigration rules and what sort of issues migrants face if they want to work and stay in NZ.

One of the client interviews that stuck in my mind was of a lady who is here in NZ on a temporary partnership visa. She knew she was in breach of her visa conditions when the relationship ended and she was living with friends. She was very apprehensive coming in to CAB as she thought we might arrest and put her in jail. She was, of course, reassured that CAB volunteers were

there to help and not judge. The volunteer immigration lawyer advised her of her options and steps she could do to legally stay and continue working. At the end of the interview, she was visibly relieved and told us.

“I am so happy I came here today, you gave me hope”

I consider the Immigration Clinic a very important part of guiding clients to sort out their immigration issues especially those who cannot afford to see a lawyer and don’t know who to turn to.

Leonora Dixon



New volunteers that trained in September 2017



Maryella Wakelin on her retirement from CABT after 17 years presentation by Gayle Shaw



Bureau Interviewer Accreditation Certificates presented by Gayle Shaw Chair to
 From left to right Ann King, Alison Lawrence, Chris Buckley
 Bottom left: Donald Cable | Bottom right: Barbara Cumming, Karen Olsen & Jenny Smith.



Citizens Advice Bureau Tauranga Inc. Performance Report for the year ended 30 June 2018

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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

Whaingā

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 kua 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 8 members.

Management: The Board employs a Manager for 30 hours per week. As at 30 June 2018 there are 54 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 Council and funding from, NZ Lottery Grants Board, COGS, and philanthropic trusts to cover the manager role 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 which 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
- * Multi-lingual support through Language Connect, which provides support to CAB clients in more than 15 languages.

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.

Additional information:*

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



Citizens Advice Bureau Tauranga Inc.

Performance Report for the year ended: 30 June 2018

Contact details :

Physical Address:	38 Hamilton St Tauranga 3110
Postal Address:	As Above
Phone/fax:	07 578 1596
Email 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:

<p>The bureau:</p> <ul style="list-style-type: none"> 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* 2017-2018	Last year* 2016-2017
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 Total 	<p>3404</p> <p>2645</p> <p>6513</p> <p>217</p> <p>12779</p>	<p>3355</p> <p>2707</p> <p>6915</p> <p>195</p> <p>13172</p>
<ul style="list-style-type: none"> Clinics provided by other organisations in the bureau, attendance numbers 	2375	271
<ul style="list-style-type: none"> Other bureau services – additional to providing information and advice - attendance numbers 	1027	208
Entering and rechecking of service provider entries on the database	1254	1287
Provision of workshops for Settlement Information Service	6	4

Additional output measures:

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Additional information:

<p>Clinics provided: Justice of the Peace 204, Immigration 26, Employment 50 Migrant workshops/Community Education Sessions 1 July 2017-30 June 2018 - 6</p>
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Statement of Receipts and Payments

How was it funded? What did it cost?

Notes	This year* 2017/2018 \$	Last year* 2016/2017 \$
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Operating receipts

Grants and donations*	2	12127	16312
Fundraising and other similar receipts*	2	Nil	Nil
Fees, subscriptions and other receipts from members*			
Receipts from providing goods or services*		81023	80168
Interest, dividends and other investment income receipts*	2	2357	2095
Other operating receipts	2	Nil	80
Total operating receipts		95507	98655

Operating payments

Payments related to fundraising*	3	Nil	Nil
Volunteer and employee related payments*	3	58782	59169
Payments related to providing goods or services*	3	25438	29774
Grants and donations paid*			
Other operating payments	3	3956	3006
GST movement exc Dr & Cr		(593)	652
Total operating payments		87583	92601

Operating surplus or (deficit)		7924	6054
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Capital receipts

Receipts from the sale of resources*	2	Nil	Nil
Receipts from borrowings*			

Capital payments

Purchase of resources*	3	Nil	8669
Repayments of borrowings*			

Increase/(decrease) in bank accounts and cash*		7924	(2615)
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Citizens Advice Bureau Tauranga Inc.

Performance Report for the year ended: 30 June 2018

Bank accounts and cash at the beginning of the financial year*		61096	63711
Bank accounts and cash at the end of the financial year*		69020	61096

Represented by: *

Cheque account (600)		12940	2981
Cheque account No 2		504	577
Savings account (601)		13040	15001
Term deposit account(s)		42500	42500
Petty Cash		36	37

Total bank accounts and cash at the end of the financial year*		69020	61096
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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)*	69020	61096

Money held on behalf of others*

Description*	Amount*	Amount*
	Nil	NIL

Money owed to the entity*

Description*	Amount*	Amount*
GST Refund for period January – June 2018 (To pay \$3.32)	Nil	866

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	2000	2000
Office Furniture & Equipment	3000	3000
TOTAL	17000	17000

Schedule of Commitments

	This year \$	Last year \$
Money payable by the entity*		
Description*	Amount*	Amount*
Debtors and Invoices yet to be paid relating to June expenses	6700.51	NIL

Other commitments*

Description*	Amount*	Amount*
	Nil	NIL

Guarantees*

Description*	Amount*	Amount*
	Nil	NIL

Notes to the Performance Report

Note 1: Accounting Policies

How did you do your accounting?

Basis of Preparation*

Citizens Advice Bureau Tauranga 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 Tauranga 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	Legacy Trust		1500
	Konica Minolta	2000	
	First Sovereign Trust		1986
	COGS	5000	5000
	Sundry - Donation	127	
	Lotteries Commission	5000	5000
	Lion Foundation		2826
	Total	12127	16312

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

Citizens Advice Bureau Tauranga Inc.

Performance Report for the year ended: 30 June 2018

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

		This year	Last year
Receipt Item	Analysis	\$	\$
Receipts from providing goods or services	Tauranga City Council	54500	53888
	Western Bay District Council	13723	13480
	MBIE Face to Face	10000	10000
	MBIE Workshops	2800	2800
	Total	81023	80168

		This year	Last year
Receipt Item	Analysis	\$	\$
Interest, dividends and other investment income receipts	Westpac Bank	1902	1601
	Trustpower	455	494
Total		2357	2095

		This year	Last year
Receipt Item	Analysis	\$	\$
Other operating receipts	Photocopying	Nil	80
	Total		80

		This year	Last year
Receipt Item	Analysis	\$	\$
Capital receipts		Nil	NIL
	Total		



Citizens Advice Bureau Tauranga Inc.

Performance Report for the year ended: 30 June 2018

Note 3: Analysis of Payments

What did it cost?

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

		This year	Last year
Payment Item	Analysis	\$	\$
Volunteer and employee related payments	Salaries	55304	52717
	Employer Kiwisaver & ESCT	1542	1680
	ACC	153	131
	40 th Birthday		1931
	Volunteer week	99	610
	Functions	1484	1387
	Thank You	200	713
	Total		58782

		This year	Last year
Payment Item	Analysis	\$	\$
Payments related to providing goods or services	Telephone	3941	3738
	Computer Expenses	2975	1746
	Insurance	567	537
	Bank Charges	2	
	Photocopier	1516	3058
	Kitchen & Bureau Supplies	1596	1959
	Electricity	1896	1730
	Water	53	92
	Printing, Postage, Stationery	1038	2201
	General Expenses	379	694
	Cleaning	1441	
	Radio Advertising	7850	8773
	Other Advertising		1635
	Training Local/Regional/National	879	2525
	Training Resources	545	1086
Repairs and Maintenance	760		
TOTAL		25438	29774



Citizens Advice Bureau Tauranga Inc.

Performance Report for the year ended: 30 June 2018

		This year	Last year
Payment Item	Analysis	\$	\$
Grants and donations paid	Volunteer Functions	Nil	NIL
	Total		

		This year	Last year
Payment Item	Analysis	\$	\$
Other operating payments	CABNZ Membership	300	300
	Accounting Fees	1454	1546
	Charities Commission	44	44
	Papamoa Setup & operating costs	2158	1116
	Total	3956	3006

		This year	Last year
Payment Item	Analysis	\$	\$
Capital payments	Projector & 4 Chairs (July 2016)	Nil	3528
	Photocopier (June 2017)	Nil	3250
	Shredder (July 2016)	Nil	1891
	Total	Nil	8669

Note 4: Correction of errors*

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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	Nil	None

Note 7: Additional notes

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9



Hamilton St

CITIZENS ADVICE
BUREAU

The Bureau in Tauranga is extremely fortunate to have over fifty 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 kua 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.

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 tauranga@cab.org.nz  www.cab.org.nz

