



42 Years of Citizens Advice Bureau in Tauranga

Annual Report

1st July 2018 - 30th June 2019

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



2018-2019 Board Members



Janet Freeman (*Chairperson*), Sue Walsh (*Secretary*), Leonora Dixon (*Treasurer*), Brenda Paterson, Dorothy Gibbs, Jill Best (*resigned*)
 Penny Dudfield, Shirleyanne Burch, Wendy Neilson, Sonya Corbet (*Minute Secretary - resigned*), Jenny Smith (*Minute Secretary*)

Long Service Members

Congratulations

Vivienne Andrews - Life Member resigned 2011

- | | | | |
|-----------------|---|----------------|-----------------|
| 25 Years | Judith Simpson -
(<i>Life Member</i>) | 9 Years | Colleen Bennett |
| | Dick Williams -
(<i>Life Member</i>) | | Isla Burrige |
| 23 Years | Shirleyanne Burch -
(<i>Life Member</i>) | 8 Years | Janet Freeman |
| 22 Years | Richard Cox -
(<i>Life Member</i>) | | Tony Booth |
| | Kathy Richards
- (<i>Life Member</i>
<i>resigned June 2019</i>) | 7 Years | Sonya Corbet |
| 18 Years | Jan Kaye | | Jill Northcroft |
| 13 Years | Diane Stevens | 6 Years | Dorothy Gibbs |
| 11 Years | Michael Grose | | Valerie Taylor |
| 10 Years | Terry Crosby | 5 Years | Barbara Beard |
| | Claire Sligh | | Gill Barnes |
| | Jen Topp | | Wendy Neilson |
| | | | Leonora Dixon |
| | | | Lynn Archer |
| | | | Penny Dudfield |
| | | | Sue Walsh |

LIFE MEMBERS

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

Annual General Meeting Agenda

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

WELCOME
ADOPTION OF AGENDA
APOLOGIES
CONFIRMATION OF AGM MINUTES – 28th August 2018
CONFIRMATION OF THE SPECIAL GENERAL MEETING – 20th September 2018
MATTERS ARISING
CHAIRPERSON'S REPORT
PRESENTATION OF FINANCIAL REPORT
APPOINTMENT OF REVIEWER
PRESENTATION OF CERTIFICATES
ELECTION OF OFFICERS
CLOSE

GUEST SPEAKER:- Our Speakers today are Reita Chauhan and Chris Blank from National Intelligence Immigration New Zealand.

Thank You

To all organisations that have supported Citizens Advice Bureau Tauranga in 2018-19



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

Members 2018-2019

Alison Lawrence
Ann King
Arthur Wilkinson
Barbara Beard
Brenda Paterson
Bruce Puddle
Chris Buckley
Claire Sligh
Colleen Bennett
David Oakley
David Tong
Diane Stevens
Dick Williams – JP
Donald Cable
Donna Smallbone
Dorothy Gibbs
Felicity McGrath
Gill Barnes

Helen Anderson
Isla Burridge
Jan Kaye
Jan Moyes
Janet Freeman
Jen Topp
Jenny Smith
Jill Best
Jill Northcroft
Joan Forester
Judith Simpson - JP
Judy Howard
Julie Eagle
Karen Olsen
Leonora Dixon
Lynn Archer
Margaret Cunningham
Marilyn Power

Marj Nixon
Michael Grose
Paula Cross
Penny Dudfield
Pixie Lochhead
Richard Cox
Shirley Porter
Shirleyanne Burch
Sonya Corbet
Sue Elsmore
Sue Walsh
Terry Crosby
Tony Booth
Valerie Taylor
Wendy Neilson - JP
Manager: Kim Saunders

Minutes of AGM 2018

Held at St Enoch's Lounge, 16th Avenue, Tauranga, Tuesday 28 August 2018 at 10.00am

Chair Gayle Shaw 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, Judith Simpson, Dick Williams, Richard Cox, Shirleyanne Burch and Kathy Richards; and Guests – Dani Jurgeleit, Community Development Officer, Tauranga City Council; Frank Begley, Western Bay of Plenty District Council; Dale Eru, Baywide Community Law; Glenda Berriman, National Office Board and CAB Rotorua; Maz McKeovit, National Office Board and CAB Whakatane and the guest speaker Anne Barry.

Greg Brownless Mayor Tauranga City Council called in briefly between his other meetings. He apologised for not staying, and thanked the CABT and members for the valuable work done in the community.

Present: CABT members: Ann King, Barbara Cumming, Bruce Puddle, Carolyn Pittams, Claire Sligh, Colleen Bennett, Dick Williams, Donald Cable, Donna Smallbone, Dorothy Gibbs, Felicity McGrath, Gayle Shaw, Gill Barnes, Isla Burrigge, Jan Kaye, Janet Freeman, Jen Topp, Jenny Whiting, Jill Best, Jill Northcroft, Joan Forester, Judith Simpson, Karen Olsen, Kathy Richards, Leonora Dixon, Lois King, Marj Nixon, Michael Grose, Pam Simons, Pixie Lochhead, Richard Cox, Shirleyanne Burch, Sonya Corbet, Sue Elsmore, Terry Crosby, Tony Booth, Valerie Taylor.

Members of the public: Alan Berriman, Rachel Rolston, Andy Saunders, Fred Andrews, Robyn Gold.

Moved	"That the Notice convening the meeting and the Agenda be taken as read."	Carried
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Apologies: Bureau Members – Alison Lawrence, Barbara Beard, Brenda Paterson, Chris Buckley, David Tong, Diane Stevens, Jan Moyes, Judy Howard, Paula Cross, Penny Dudfield, Sue Walsh, Lynn Archer

Invited Guests – Kerry Dalton Executive Officer, CABNZ; John Britton, President of CABNZ CAB Otaki; Garry Webber, Western BOP District Council; Ann Kerewaro and Jim Datson, Multicultural, Tauranga.

Moved	"That the apologies be received and accepted." Janet Freeman/Michael Grose	Carried
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Confirmation of 2017 AGM Minutes:

Moved	"That the distributed Minutes of the 2017 Annual General Meeting held on 25 August 2017 be confirmed." Dorothy Gibbs/Michael Grose	Carried
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Matters Arising:

There were no matters arising.

Confirmation of 2017 Special General Meeting Minutes:

Moved	"That the distributed Minutes of the Special General Meeting held on 6 December 2017 be confirmed." Donald Cable/Dorothy Gibbs	Carried
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Correspondence:

There was no correspondence arising from the 2017 Minutes.

Chairperson's Report: Read by the Chair, Gayle Shaw, from the Annual Report.

Moved	"That the Annual Report be received and adopted." Gayle Shaw/Dorothy Gibbs	Carried
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Financial Report: The Treasurer presented her report, which was well received.

There was a question from the floor as to where the income was derived, and answered by the Treasurer that this is explained in the Annual Report.

Moved	"That the reviewed Performance Report be received." Pam Simons/Dorothy Gibbs	Carried
Moved	"That the Performance Report be adopted." On a show of hands this was carried unanimously.	Carried
Moved	"The Treasurer moved a vote of thanks to the Reviewer, Mr D.R. Pilbrow." On a show of hands this was carried unanimously.	Carried

Appointment of Reviewer:

Moved	"That Mr D.R. Pilbrow be appointed Financial Reviewer for the 2018/2019 accounts." Pam Simons/Terry Crosby	Carried
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Presentation of Certificates:

Long-service Certificates were presented by the Chair to:

10 Years: Michael Grose

5 Years: Gill Barnes; Barbara Beard (absent); Wendy Neilson (absent)

Outgoing Board Members:

Thanks for their services were made to Lynn Archer, Penny Dudfield, and Pam Simons, Lois King and Dorothy Gibbs.

Election of Officers:

As there were insufficient nominations to fill the Board and Executive Committee the Chair informed the floor that as there were fewer nominations than required nominations can be taken from the floor at this stage, and asked if there were any nominations to be added to the list for later.

One of the Life Members pointed out that according to the Constitution, nominations from the floor should correctly be taken immediately after the approval of the previous minutes and matters arising (14.3.1).

No nominations were taken from the floor. The Chair said a Special General Meeting would need to be held in the not-too-distant future to elect a Board.

Nominations were received as follows:

Shirleyanne Burch proposed by Donald Cable, seconded by Donna Smallbone

Leonora Dixon proposed by Colleen Bennett, seconded by Marj Nixon

Janet Freeman proposed by Donald Cable seconded by Alison Lawrence

They were deemed to be duly elected.

Gayle Shaw proposed by Carolyn Pittams, seconded by Jill Best was deemed not elected by members of National Office after reading the Minute Secretary's minutes.

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

The Chair asked if any of the guests would like to say anything, but the invitation was declined.

Glenda Berriman representing National Office Board and CAB Rotorua thanked CAB Tauranga and Papamoa for all the hard work done during the past year.

Richard Cox moved a vote of thanks to the Bureau Manager for obtaining the increased funding for the Bureau from the Tauranga City Council and Western Bay District Council.

This was Moved Richard Cox/Sonya Corbet CARRIED

Dorothy Gibbs thanked the Chair for her hard work during the year and the Treasurer for her work in obtaining extra funding from sources other than the Councils.

There being no further business the Chair thanked everyone for attending the AGM and declared the meeting closed at 10.45 am.

Guest Speaker: Anne Barry, New Zealand's first female firefighter.

Chairperson:

Date:

Special General Meeting Minutes

Held at St Enoch's Lounge, 16th Avenue, Tauranga, at 9.30am on Thursday, 20th September 2018

The Chairman opened the meeting by welcoming everyone with a special mention to guests from National Office: Executive Officer Kerry Dalton, John Britton President of CABNZ, Sacha Green, Legal and Strategic, and to Bureau Manager Kim Saunders. Then Jill Best performed a karakia of welcome.

Apologies: The list of apologies was read out by the Chairman. They were: Alison Lawrence, Barbara Beard, Brenda Paterson, Bruce Puddle, Chris Buckley, David Tong, Donna Smallbone, Jan Moyes, Jenny Whiting, Judith Simpson, Sue Elsmore, Tony Price. She asked if there were any further names to be added to the list, but there were none. She then confirmed a quorum.

The agenda as circulated was approved Michael Grose/Lynn Archer.

The Chairman explained the reason for the Special General Meeting was for the purpose of electing sufficient members to form a legally constituted Board.

The Chairman asked Kerry Dalton and John Britton if they would act as scrutineers for the election and they agreed.

Nominations for both the Executive Committee and the Board had been made public, and the Chair asked for any further nominations from the floor. There was one: Penny Dudfield (for the Board), proposed by Dorothy Gibbs, seconded Lois King.

The Chair vacated her seat and Leonora Dixon took over while voting was held for the position of Chair. The nominees were:

Dorothy Gibbs – proposed by Terry Crosby, seconded by Donald Cable

Gayle Shaw - proposed by Sue Walsh, seconded by Isla Burrridge

Janet Freeman – proposed by Jen Topp, seconded by Jan Moyes.

Each nominee introduced themselves and said a few words as to why they were standing for the position and what they would bring to the Board should they be elected.

The elected Chair is Janet Freeman, congratulated by the meeting with a round of applause.

The Chair took her seat and voting took place for the position of Secretary. The nominees were:

Sue Walsh – proposed by Jill Northcroft, seconded by Jenny Whiting

Dorothy Gibbs – proposed by Terry Crosby, seconded by Donald Cable.

The elected Secretary is Sue Walsh, who was congratulated by the meeting with a round of applause.

The Chair announced that as there was only one nominee for the position of Treasurer (Leonora Dixon) there was no need for an election. Leonora was congratulated by the meeting with a round of applause.

The Chair advised that three Board members had been already elected at the Annual General Meeting. They were: Janet Freeman, Leonora Dixon and Shirleyanne Burch, and as the more recent nominations brought the number to within the maximum of 11 no election would be necessary.

The newer nominees were:

Jill Best – proposed by Janet Freeman, seconded by Jan Moyes

Brenda Paterson – proposed by Isla Burrridge, seconded by Claire Sligh

Gayle Shaw – proposed by Sue Walsh, seconded by Isla Burrridge

Wendy Neilson – proposed by Sue Walsh, seconded by Paula Cross

Dorothy Gibbs – proposed by Terry Crosby, seconded by Donald Cable

Penny Dudfield – proposed by Dorothy Gibbs, seconded by Lois King

The meeting congratulated them with a round of applause.

The Chair thanked everyone for their attendance and the meeting closed at 10.00 am with a karakia by Jill Best.

Chairperson:

Date:

Chair's Report

It is a pleasure to present the 2018-19 report as Chair of CAB Tauranga.

Throughout this year I have been aware of the commitment of all members not only to individual shifts but to teamwork in other essential areas. Our Bureau is a superb resource for our community; in Tauranga, the Western BoP and sometimes via our 0800 number, much further afield. Thank you everyone. While Bureau inquirers continue to throw us something new every shift, we keep agile, alert and up for every challenge.

As you know, CAB Tauranga is a member of CABNZ and we abide by its Aims, Membership Principles and Policies.

We have 55 trained members working regularly in the Bureau and one part time employee - our manager Kim Saunders. We introduced another group of ten trainees this year, five of whom have completed training and Buddy attachment and become valuable additions in the Ops room.

This year Learning and Development and in particular the on-going monthly training has been difficult with no permanent team members. Kim has blossomed in our adversity and although she finds it hard, has revealed herself as a first class trainer. She tells me this is a temporary arrangement!

Our members travel in from as far as Papamoa and Katikati for morning or afternoon shifts and maintain a twice weekly service from Papamoa Community Centre. A key performance indicator of the Western Bay of Plenty District Council (WBoPDC) is investigating a regular service in Katikati, where we have trained members keen to start.

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 would like to acknowledge the wonderful support received from Dani Jurgeleit of TCC, Frank Begley from WBoPDC and more recently by his successor David Pearce.

Also this year, we have been fortunate in obtaining additional funding.

An Acorn Foundation award through donor Colin Toop, has increased our paid media coverage allowing residents of the Bay to read relevant regular articles. Thank you Acorn for this important enabling grant.

Operational Grants awarded from the Community Organisation Grants Scheme (COGS) and Tauranga Energy Consumer Trust (TECT), were gratefully received. Together with the contract from TCC and WBoPDC, our funders have "kept the doors open" to our operations in Tauranga and Papamoa.

Our service to the people of the Bay would not work without technology.

Thank you Pub Charities and TECT. You made possible the replacement of some of our older equipment this year.

Once again we are indebted to Enternet on Line (EOL) for providing us with a subsidised internet service.

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.

We are one of 30 Bureaux nationwide receiving funding through a contract between CABNZ and the Ministry of Business Innovation and Employment (MBIE) to provide a “face to face” migrant services. The Memo of Understanding requires our volunteer members to provide four information sessions annually for migrants. We have performed five advertised sessions and a further four to international based students in the Bay. During this year, along with Tauranga City Council, Western Bay of Plenty District Council and Multicultural Tauranga, we, through persistence by our Manager Kim, were instrumental in organising the inaugural Migrant Expo. It was very successful and will be repeated later in the year with a name change to “New to the Bay”.

This year we entered our 2018 Annual Report into the 2019 New Zealand Charity Reporting Awards. In the Tier 4 reporting category, over 130 charities entered. Not only did we make it into the final round but were awarded the Tier 4 Highly Commended Certificate and \$500.

Thank you National Office Citizens Advice Bureau New Zealand (CABNZ); for the applications made to and monies received from the Lottery Grants Board and the advantageous rates for telephone and the 0800 number that Vodafone NZ supplies.

We also rely on your provision of non-cash resources, including: -

An integrated IT system supporting each client interaction. It 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 are available directly to clients on our public website.
- Intranet giving access to the knowledge base and system for recording each client enquiry.
- A reporting system which provides insights, through the client enquiries, into issues both locally and nationally.
- Design of and support for national learning and development for volunteer members, including creation and maintenance of the resources.
- Help desk for IT support, management and governance advice, and reporting on client enquiry data.
- Access to discounted professional indemnity insurance.
- Quality assurance oversight and provision of

both operational and governance policy and guidelines.

- Representation through submissions and social policy input to central government.
- Representation through media.
- Branding and marketing materials.
- Service development guidance, support and advice.

Changes to CAB interview reports

In early 2019 the CAB underwent a major IT infrastructure refreshment. It made information easier for our members to use. Our information is accessible to the public through our updated website www.cab.org.nz. As part of the upgrade, changes were made to give clearer, simpler and more useful information about the services we give our local community. When we interview clients, it is simpler to record our sources through which we empower them with options to resolve their difficulties. During a client interview we collect demographic information about the client, the issues s/he comes with, how long we spend together and the assistance we give. It gives a rich picture of the interactions between CAB and clients. We also record information about the range of other services we provided. Sometimes data is brief when we don't conduct a full interview, but assist with short instruction or directions.

We host other organisations offering clinic service to clients. For example Justices of the Peace use our premises four times a week and we provide administrative support, reception services and photocopying.

Under “Other” we record the range of supplementary services delivered.

In late January our Manager and three Bureau Members Claire Sligh, Margaret Cunningham and Penny Dudfield were invited by CABNZ to Rotorua along with other local Bureaux, for training on the new national website. Over two days they were instructed on the new resource to bring back to our Bureau to upskill over 50 other members in all aspects. Claire was there to learn about the new database and how to add, edit and delete community service providers and agencies. Margaret, for all things learning and development related and Penny for Peer Reviewing (checking for quality of service in report writing). Our Manager Kim, learnt everything, thank goodness she remains the fount of all IT knowledge and a greatly valued colleague. On the 24th February the new website went live for our dedicated Bureau volunteer members, enabling them to deliver our much needed and appreciated service to the people of Tauranga and the Western Bay.

Additional Volunteer Member Teams

We have experimented with different shift options this year but currently have returned to a two shift four person roster. Thank you Sue Walsh for your dedication to make sure our Op's room is always "manned" and "womanned".

The Information and Updating Teams are our unsung heroes. Where would we be if these hard working people were not around? I give grateful thanks to Claire, Brenda, Isla and Michael for keeping abreast of the masses of work achieved this year in keeping our database up-to-date. Marj and Pixie have done an amazing job re-working the pamphlet area. The new system meant a great many leaflets changed categories. A huge job which also involved ordering new resources.

Our Peer Reviewing Team, formally called Checking Team, has embraced the task. They all do a day a week on top of the rostered duty shifts. My thanks go to, Jan Kaye, Lynn Archer, Penny Dudfield, new members, Chris Buckley, Jan Moyes, Sue Elsmore and welcome back Jen Topp. The additional time you give to the Bureau is valued enormously.

Learning & Development has been challenging this year; upskilling all Bureau Members in February and then an in-take of new members in early March. Thanks to Margaret Cunningham and Donald Cable for taking on the induction training, with assistance from Diane Stevens, Tony Booth, Colleen Bennett, Jill Best and Maryella Wakelin, who was coerced out of retirement for three sessions!!

I salute the Social Team, who did a remarkable job, keeping fun in the Bureau. They organised a Melbourne Cup Sweepstake and an excellent Christmas lunch in early December, enjoyed by many. In June they ran a mid-winter quiz evening, just to keep our minds active. I revealed myself as an aggressive and belligerent contestant, particularly over the accuracy of my answer 'arsenal' rather than the quiz master preferred 'armoury'!

Promoting the Bureau is maintained with radio advertising from Mediaworks. Thank you Bernie Morgan for all the added value with bonus adverts and the recruitment drive on the community noticeboard. Thanks to NZME for promotion of the Expo 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 Brunson. To the willing team of members who promote the Bureau at Citizenship Ceremonies at both TCC and WBoPDC and the others that talk to clubs and groups - I thank all of you and hope that you find it as enjoyable as I do.

Other CABT Services

2018/19 has seen us maintain many other services on a weekly/fortnightly basis. All are going well.

The Papamoa Satellite Service is going from strength to strength. Advertising has increased awareness and been reflected in the number of enquiries weekly. The service runs on a Tuesday and Thursday each week for three hours. Thank you dedicated team for making this service such a success.

The Employment Disputes Service has proved an invaluable resource and most weeks the four scheduled appointments are exceeded. Thank you Tony Booth and David Tong, for always going the extra mile for our clients.

Sharp Tudhope Lawyers, Michelle, Lauren and until recently Paul, take it in turns along with Leonora Dixon to run the fortnightly immigration services. These appointments are sought after, bringing more complicated enquiries to a qualified legal team.

We are fortunate to have a direct phone line to the Immigration Department. This resource has been of enormous assistance.

The Justice of the Peace Association (JP), run four clinics weekly at the Bureau with three of them by CABT Bureau members. Thank you, Judith Simpson, Dick Williams and Wendy Neilson. Also thanks Kelvin Bennett who organises the JP weekly roster on a Friday and is always ready to step in at a moment's notice.

Enquires from our clients are made by walk in callers, landline, email, smartphone, answerphone and via our 0800 number. As many have access to a computer we can help many enquirers find further details via our public CAB webpages. This confirms our information and those tricky internet links!

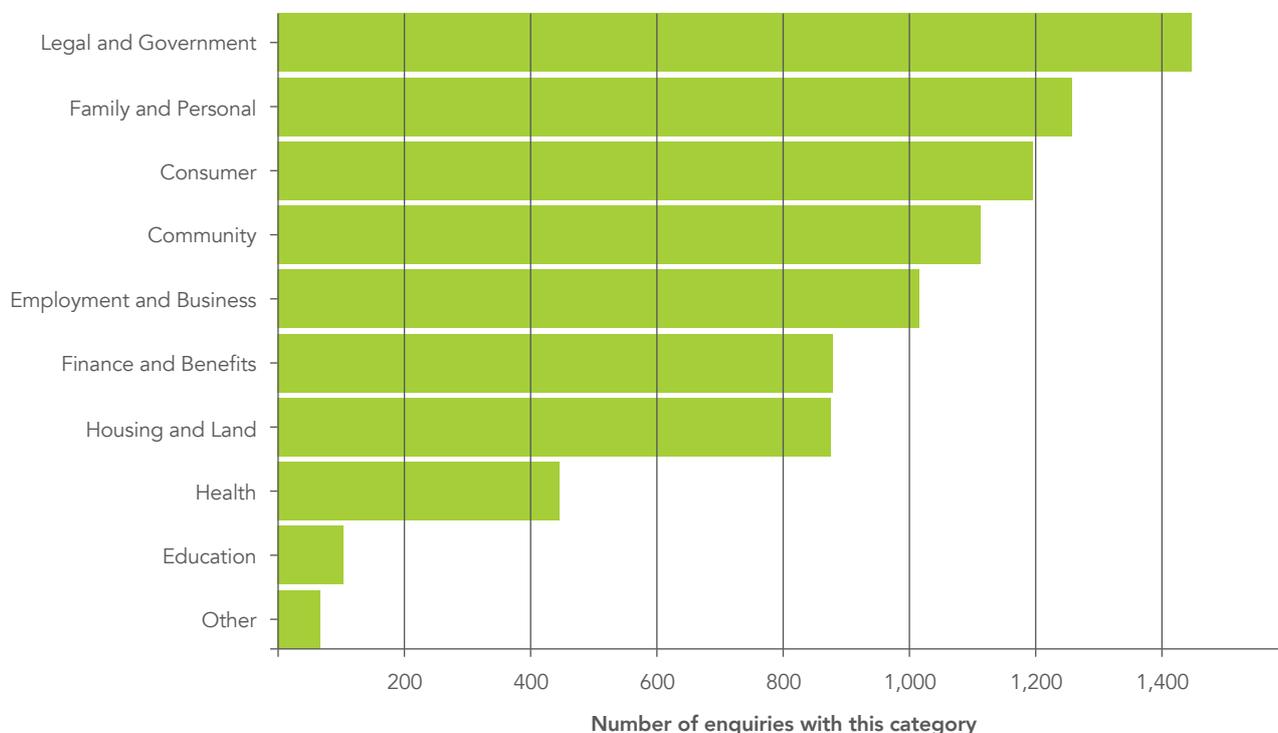
I end with thanks to our past and present Minute Secretaries Sonya Corbet and Jenny Smith on whom we all rely and to Dorothy Gibbs who is standing down from the Board after three important and valued years. Finally, I say to my remaining fellow Board Members: Your support has been unstinting, you came on time, well briefed, your suggestions, interventions and critiques were considered and helpful. I am delighted you are all prepared to do it again. I am too, but will try and rein back the aggression and belligerence.



Janet Freeman
Chairperson

Categories report

Category Level 1

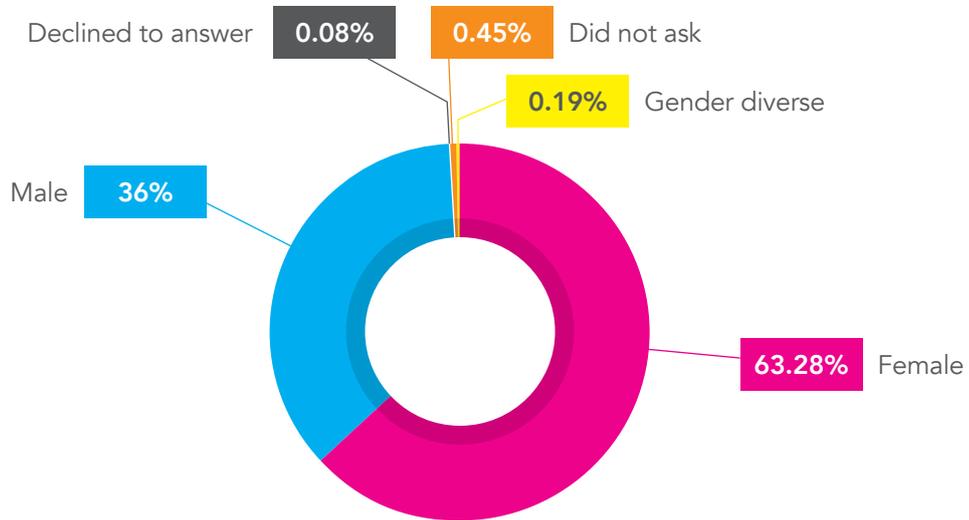


Category Level 3

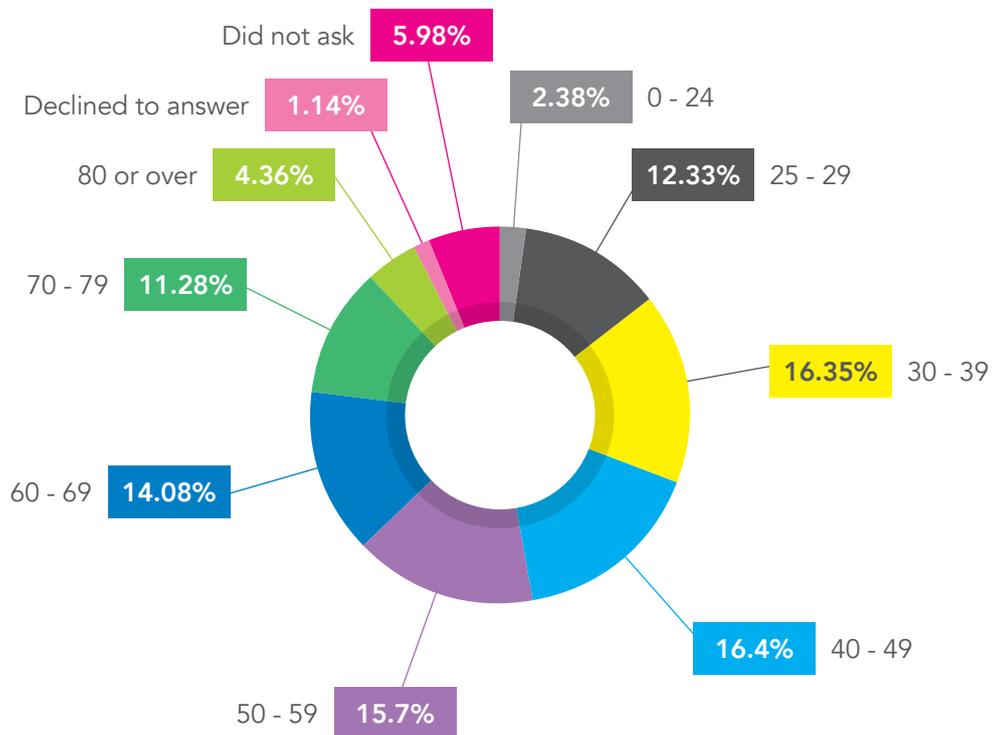
Category Level 3	Number of enquiries with this category
Employment contracts and conditions	470
Residential tenancy including disputes	430
Consumer Guarantees Act including complaints about goods and services	328
Access / custody / guardianship	284
Employment disputes	269
Wills and probate	241
General immigration queries	206
Separation and dissolution	201
Lawyers	157
Community Law Centres and other free legal advice	155
Community directories	155
Fences and boundaries	153
Relationship property	149
Services (not complaints)	131
Motor vehicle disputes	126

Client profile report

Client Gender

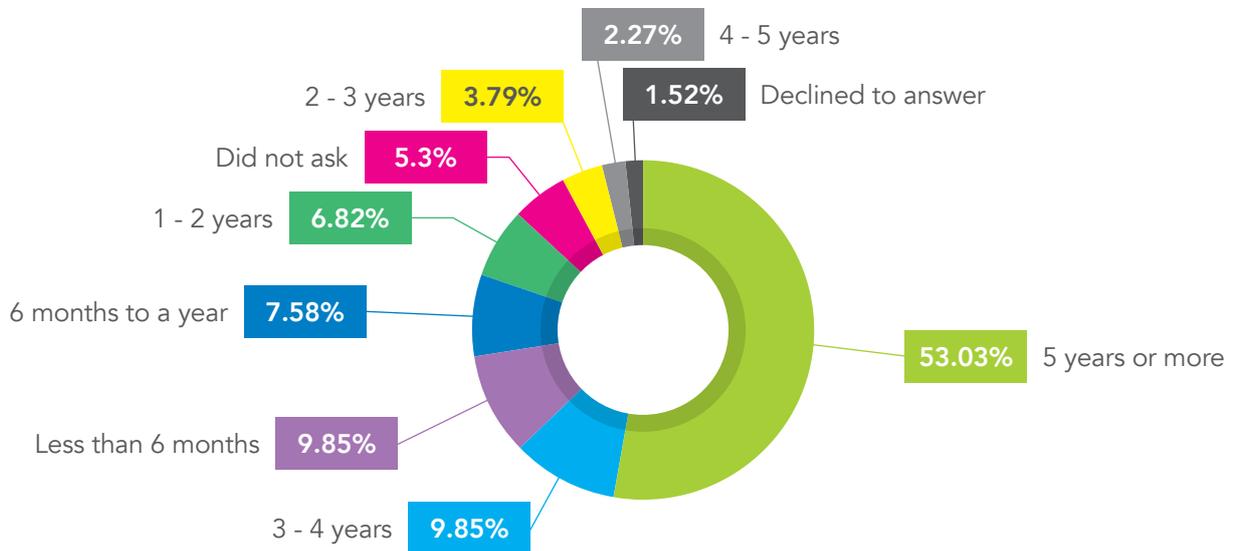


Client Age Groups

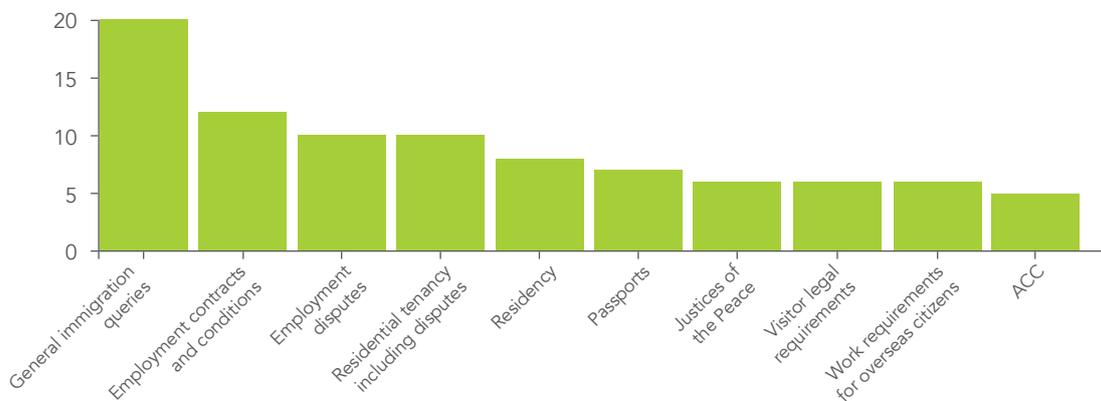


Migrant report

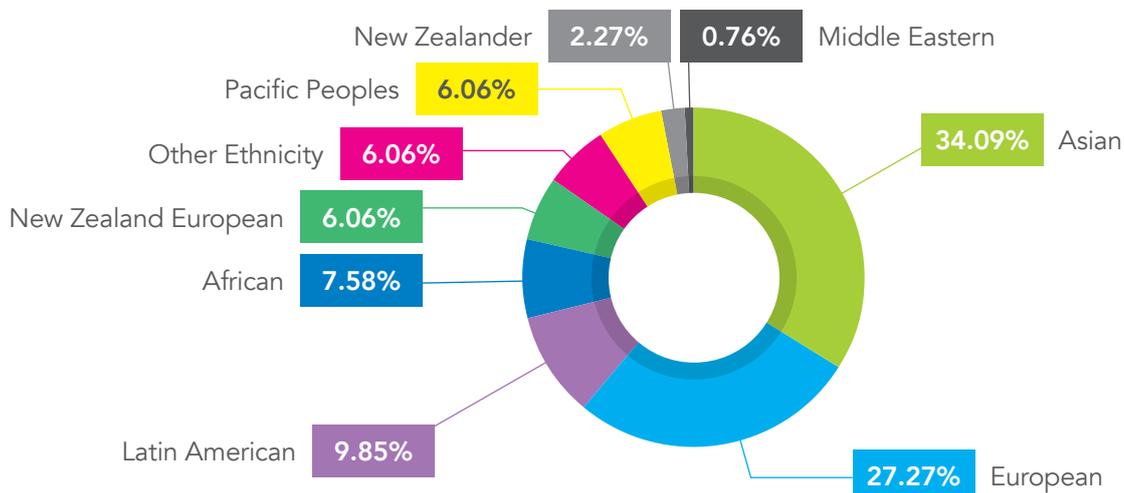
Migrant Clients: Length of time in NZ



Migrant Clients: Top 10 categories



Migrant Clients: Summary Ethnicity



Employment Clinic -2019

The year started slowly with the clinic averaging about 2 interviews/week through January and February. However this picked up during the Autumn with May averaging about 5 interviews/week.

Bullying continues to be a major issue especially from people in supervisory positions. The fact that Clause 4 (1) (a) of the Employment Relations Act (2000) states that the parties "must deal with each other in good faith" seems to be being overlooked.

In fact the overall lack of knowledge of the act and the obligations it places on both employers and employees is of major concern especially in small business operations.

On a brighter note, we continue to receive positive feedback from our clients who have benefitted from using the clinic.

Tony Booth

Citizenship Ceremony

Representing Citizens Advice Bureau at the Tauranga City Council's Citizenship Ceremony is a task that I find easy and interesting to do. The last one I attended was in June and I noted that there were 59 people from 17 different countries that took part. Some chose to say the Oath and some the Affirmation of Allegiance to the Queen, to faithfully observe the laws of New Zealand and to do their duties as citizens. As the names were called to approach the Mayor and get their certificates, I could not help but notice that some were proudly dressed in the traditional costumes of their country of birth. However, there were also some who had completely taken the Kiwi's laid back attitude and turned up in a casual T-shirt and jeans.

I was given the chance to stand up and speak before the new citizens, their families and friends to promote CAB's mantra of "Not sure? Ask us". It was a good opportunity to mention the services we provide for free to everyone in NZ - not just the citizens.

There was afternoon tea laid out after the ceremony and everyone was invited to partake. As I mingled with the crowd and met with the new citizens, it was amazing to hear their stories of how they came to New Zealand. There was an English lady in her 80's who arrived in NZ when she was 10 years old and decided it was time to fully embrace the country. There was a young man from Brazil who came to NZ through a work visa, his wife and 5 year old son spoke no English, but are now fluent speakers. There was a man who was there to support his next door neighbour from Chile.

While I was standing back to drink my tea, a lady approached me to thank CAB for the advice she had received a few weeks back regarding her work issues. She is now working for a different employer and couldn't be happier with her current position.

As I looked around, I was convinced that these grateful, hardworking, optimistic and diverse new citizens will do New Zealand proud. We certainly live in the lucky country!

Leonora Dixon



Book of Remembrance

Gail Leone Koch (2000 - 2011)

Passed away in Melbourne at aged 81, on the 18th December, 2018

Gail was a very valued volunteer member of CABT from July 2000-March 2011. She served on the committee from 2001-2003 and was our Chairperson from 2005-2008.

Barbara Worsnop (1986-2006)

Passed away on 29th September 2018.

Barbara was a valued volunteer member in Tauranga Bureau from 1986-2006. We would like to thank Catriona Morrison a friend of Barbara's daughter for the very kind donation to our Bureau in Barbara's memory.

Answering the call

In 30 locations around New Zealand, the Citizens Advice Bureau provides a free information service for new migrants. Tauranga is one of them.



Migrant Connect

At the Tauranga Citizens Advice Bureau (CAB), a wooden prefab building just up the hill from the Tauranga Library, four volunteers are at the phones when Janet Freeman arrives on her motorbike, wearing a fluoro vest and wet weather gear.

In August 2018, Janet, a long-time volunteer, became the Chair of Tauranga CAB. "And so far it has been fun," she says with a laugh, her accent still intact after three decades in New Zealand.

"We emigrated to Napier from England back in 1987, then in '93 we moved to Tauranga, but you wouldn't know it from my voice."

The Tauranga CAB is one of 30 CABs around New Zealand that are contracted by Immigration

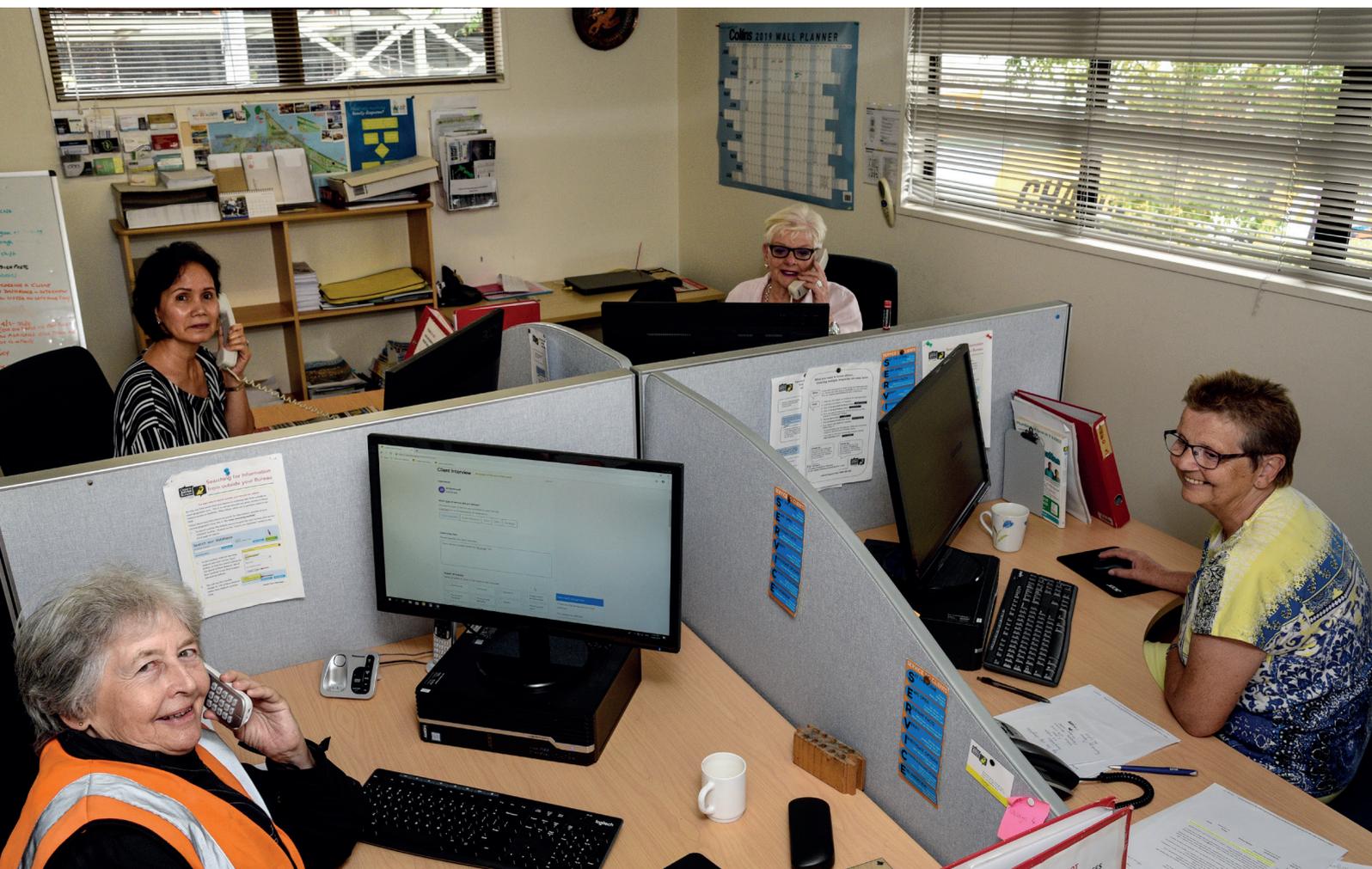
New Zealand to provide Migrant Connect, a settlement information service.

In 2017-2018, Migrant Connect received more than 5000 migration-related enquiries nationwide and ran more than 100 information workshops, with topics such as navigating the local job market and New Zealand culture proving popular.

Janet came to New Zealand as an occupational therapist, an occupation which, she says, shares values with the CAB work culture.

"Occupational therapists want to facilitate, want to empower, want to give choices; they are very inclusive."

As for the run of general enquiries the CAB deals with: "A lot of them are about neighbours,



about noise, about parties, about fences in the right or wrong places, or cats coming into the garden. Or someone has found an injured penguin on the beach and wants to know what to do," says Janet.

The details of every enquiry are logged via computer: the nature of the enquiry, the volunteer who answered it, and where the information was sourced.

The CAB has strong links with Multicultural Tauranga and many of the local ethnic communities. It has good word-of-mouth recognition, and it uses radio advertising to good effect. Justice of the Peace services bring many migrants in touch with the CAB, and its immigration workshops are well attended.

Nonetheless, she says it is difficult to reach the partners and parents of migrants, who may not speak English as a first language.

For many of the enquiries fielded by the CAB the final outcome is unknown. But Janet treasures the exceptions. There was a successfully resolved consumer dispute about the purchase of a greenhouse; the long lost-brother reunited with his family; and the woman who rang at the end of Janet's first day as a volunteer.

"I don't think she spoke English as a first language, and she couldn't get her oven to work. I told her to switch it off at the wall and wait five minutes before turning it on, and lo and behold, it worked."

INFO NOW

...in your language

Many migrants arrive in New Zealand with good English language skills. But that doesn't always equip them for the enormous amount of information they'll need about living and working here. In their early stages of settling in, many will require access to information in their first language to really understand how things work here

INFONOW... in your language is a new multilingual settlement information service offering assistance in a range of languages, including Arabic, Spanish, Hindi, Punjabi, Cantonese, Mandarin, Cambodian, Samoan, Taiwanese, Korean and Japanese.

Each language has its own 0800 number, directing callers to the appropriate staff member.

The new service is provided by the Hamilton Multicultural Services Trust, which has been contracted to provide multilingual settlement information services nationwide.

The Trust also operates the Waikato translation and interpreting service Decypher, a newcomer skills-matching service, and the Open Road driving course for former refugees.

"Providing **INFONOW**... in your language is a natural fit with other services we provide for migrants, especially our Decypher service which offers translation and interpreting in over 50 languages," says Hamilton Multicultural Services Trust Business Manager Leanne Salisbury.

INFONOW... in your language is part of a range of Government-funded services that support New Zealand's Migrant Settlement and Integration Strategy outcomes.

Judi Altinkaya, INZ's National Manager Settlement, oversees the cross-agency implementation of the Strategy and says, "Access to settlement information in your first language is a key element of the Strategy. While most visa categories have English language requirements, migrants can always expect to access the information they need in their preferred language."

What do migrants want to know?

Most of the enquiries that are directed to the service concern everyday matters, such as:

- everyday living, including public transport and rubbish collection
- our health system and how to access it
- housing and tenancy
- employment services and employee rights
- where to learn English
- driver licence requirements
- consumer protection.

INFONOW... in your language is available 9am to 4pm, Monday to Friday. You can call the free phone 0800 4636-669 (0800 InfoNOW), email info@infonow.nz, or visit the website www.infonow.nz, which lists the available languages and their 0800 numbers.

Migrant Expo

Back a while ago three of us (myself, Dani Jurgeleit from TCC and Janet Smith the then Manager of Multicultural Tauranga) travelled to Hamilton to visit the Migrant Centre. In the car on the way there we all talked about how great it would be to organise an annual Expo, with cultural performances (not to duplicate the Multicultural Festival, that is already a huge success), service provider/ stakeholder stalls for information and also Information Sessions all for Migrants to the Tauranga and Bay of Plenty areas.....there a seed was sown.

Spring forward to 2017 and the Welcoming Communities Pilot Project commenced in the area. Haidee Kalirai was employed as a part time coordinator having desks at both TCC and WBOPDC... and co-ordinate she did. We already had a strong

Migrant Support Network with Brendon Gardner (MBIE) at the helm as Chair. Momentum has got stronger and stronger and to say that the networking in Tauranga in the Migrant Sector is established would be an understatement.

In late November 2018, on probably the wettest Sunday the Bay had had all year ... the inaugural Migrant Expo was born...

The team of six Dani Jurgeleit, Haidee Kalirai, Brendon Gardner, Jim Datson – General Manager of Multicultural Tauranga, Pieter de Zwart and myself had managed to pull it off. With financial assistance from main Sponsors Sharp Tudhope Lawyers.

Michelle and the Immigration Clinic team of Lauren and Paul presented the four CABT Information Sessions (Immigration,

Housing & Tenancy, Motors & Disputes & Student Issues) during the day. With a short presentation from Theo Ursum Civil Defence and Management at the end of each presentation.

A team of volunteer CABT members were the first port of call for information, advice and general directions on the day.

Stalls from many local agencies were included CABT, MBIE, IRD, Multicultural Tauranga, English Language Partner, Baywide Community Law and Immigration NZ to name but a few. Both Mayors, Garry Webber WBOPDC and Greg Brownless TCC presented opening speeches and the Tongan Brass Band played a variety of tunes during the day.

Kim Saunders



New to the Bay Expo

People helping you make a great life in the Bay. **FREE ENTRY**

Prizes - Information seminars
Food - Family fun - Sports
Giveaways - Immigration advice

Tauranga Boys' College
Cameron Road.

@NewToTheBayExpo
#Newtothebayexpo

Saturday Sept 28
10am - 3pm

WELWICK
WELCOMING COMMUNITIES
MULTICULTURAL TAURANGA

Thanks to Acorn Foundation for funding towards these articles



Not sure? Ask us.

What can I do if the neighbour's tree has caused damage to my property?

The owner of a tree is responsible for any damage the tree causes to neighbouring property.

If your neighbour's tree is causing damage to your property you can remove the branches or roots as far as the boundary, and apply to the Disputes Tribunal (if the damage is no more than \$15,000, or \$20,000 if both parties agree) or District Court (for damages valued at more than \$15,000) to claim for the cost of repairing damage to your property.

If trimming the tree up to the boundary would not resolve the problem - e.g. the tree roots have been blocking your drains, and will keep doing so unless the tree is removed, you can apply to the District Court for a court order that requires the neighbour have the tree removed and damage to your property repaired.

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 Citizens Advice Bureau is a not-for-profit organisation primarily run by members volunteering their time to assist members of the community, from all walks of life.

The service is free, impartial and confidential, is available to everyone and no appointment is necessary.

www.cab.org.nz provides a directory of more than 30,000 community organisations enabling CAB to connect people with any additional services they need.

You can visit in person or telephone during opening hours.

You can also use freephone: 0800 362 222 (0800 FOR CAB) or email.

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Not sure? Ask us.

Do you know what your rights are at work? How about your rights to do with renting or owning a home? If you buy something that's faulty do you know what your options are? Or what if the neighbour puts up a fence without asking and then sends you a bill for half the costs?

Helping people know what their rights and responsibilities are and how they can act on these is core to what Citizens Advice Bureau is about.

We assist people from all walks of life to access information they need so they are empowered to take next steps and to resolve their problems.

www.cab.org.nz provides a directory of more than 30,000 community organisations enabling CAB to connect people with any additional services they need.

At Citizens Advice Bureau Tauranga and Papamoa, we are keen to break down any barriers people face in finding out what their rights are.

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Not sure? Ask us.

New to New Zealand?

The Citizens Advice Bureau services at 38 Hamilton Street, Tauranga is one of 30 CAB locations that have been chosen by the Ministry of Business, Innovation and Employment (Immigration NZ) to provide a FREE Face to Face Settlement Information Service for new migrants and is funded to supplement services by Immigration NZ.

The aim of this service is to ensure that new migrants are able to get the information they need to help them settle successfully in New Zealand.

Free Immigration Clinics
Fortnightly on Thursdays 1pm-3pm

Other services
Free Employment Disputes Clinic
Tuesdays from 2-4pm
Call 07 5781592 to make an appointment.

Justice of the Peace Clinics
(at Hamilton Street location)
No appointment necessary.
Mondays 10:00am - 3:00pm
Wednesdays & Thursdays 9:00am - 11:30am
Fridays 2:00pm - 4:00pm

Papamoa Satellite CAB every Tuesday & Thursday 10am-1pm.
Community Centre 15 Gravatt Road, Papamoa.
Tel: 075749862

38 Hamilton St, Tauranga
P: 07 578 1592
E: tauranga@cab.org.nz

A time and place to find out more about the IRD

If you'd like more information about the Inland Revenue Department and taxes, Citizens Advice Bureau Tauranga is here to help.

The free information session will cover what your IRD number means, what tax is and why we pay it, what happens when you start working, how to contact the

ADVICE FOR ALL
With Kim Saunders
Citizens Advice Bureau

IRD and more.

The session will be held on Wednesday, January 23, from 12pm-1.30pm at the IRD building, 306 Cameron Rd, Tauranga, with an entrance off Third Avenue.

Booking is necessary - confirm your place by phoning the Citizens

Citizens Advice Bureau Tauranga office on 07 578 1592 or email: tauranga@cab.org.nz before Monday, January 21.

Citizens Advice Bureau Tauranga offers free, face-to-face support for new migrants, and their office is located at 38 Hamilton St, Tauranga.

For more information, or to see how Citizens Advice Bureau Tauranga can help you, phone 0800 362 222 or visit: www.cab.org.nz

Not sure? Ask us.

Have you ever thought of Volunteering with the Citizens Advice Bureau?

- Do you have time on your hands on a weekly basis (approximately 6-8 hours)?
- Are you confident using a computer for researching and emails?
- Do you have people skills, ie can you listen, hear, and be impartial?
- Do you like making a difference?

If you can answer yes to all of these questions then contact Kim on 07 578 1596 or email manager.tauranga@cab.org.nz for more information on how to become an accredited Bureau Interviewer with the Citizens Advice Bureau Tauranga/Papamoa.

A huge thank you to our members that have volunteered in 2018

38 Hamilton St, Tauranga
P: 07 578 1592
E: tauranga@cab.org.nz

Not sure? Ask us.

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Stay safe over the holidays and thank you

As the year draws to a close, I want to take this opportunity to thank the community for all of the support, guidance, and friendship you have offered me in 2018.

My family and I wish you a very Merry Christmas, a Happy New Year, and an enjoyable break. I'm looking forward to some much-needed rest and recreation, connecting with friends and family, and recharging the batteries for another big year ahead - as I'm sure we all are.

Please do stay safe on our roads. True to form we will undoubtedly have an influx of visitors here to enjoy our region's sun, sand and surf - which means traffic flows will be up, boats will be towed and gaps will be tight. Let's not take any risks and make sure everyone gets home to their families. As we enjoy the summer it's important to remember that not everyone is able to take this time off as many of us do - so to the Police, doctors, nurses, store owners, petrol attendants and anyone else who keeps us safe, fed and moving during the break - I offer a sincere and heartfelt thank you.

I'll see you all in 2019. I hope it brings you nothing but health, wealth, love and happiness.

TODD TALKS
With Todd Muller
Bay of Plenty MP



A group of representatives from our accountability Round Table session



Penny Dudfield CABT Board Member (left) with members of Awahina House (newly opened womens shelter) in Tauranga

We may be in the information age where answers seem to be just a quick Google search away, but that isn't stopping people across the Western Bay turning to Citizens Advice Bureau Tauranga (CABT) for information and support.



And there's a good reason why. While the internet is a powerful tool, there's nothing quite like a friendly face, an understanding ear, and some personalised guidance when dealing with a daunting problem.

No Question Too Big or Small

Citizens Advice Bureau Tauranga has been providing free advice, guidance and support to our community for over 40 years. A hub of information about anything and everything you could possibly imagine, their service ensures people have the knowledge and confidence to find their way forward – whoever they are, whatever their problem.

Whether it's information on opening a bank account, clarification on a term in a contract, or advice on dealing with disputes, no question is too big or too small.

With 55 volunteers responding to over 13,000 requests for information each year, via phone call, email and in person, there's never a quiet day at the Bureau. And for those who want to quickly find their answer online, the Citizens Advice Bureau website is another valuable tool with over 300 different subjects covering issues such as housing, immigration, travel, taxes, employment rights and consumer rights.

Advice for Anyone and Everyone

Bureau Manager Kim Saunders says the team at CAB Tauranga is all about empowering people to solve issues with the information and resources available to them.

"Often people will sort it out in their own way, they just need someone to listen who's not going to judge them, who's not involved in any shape or form."

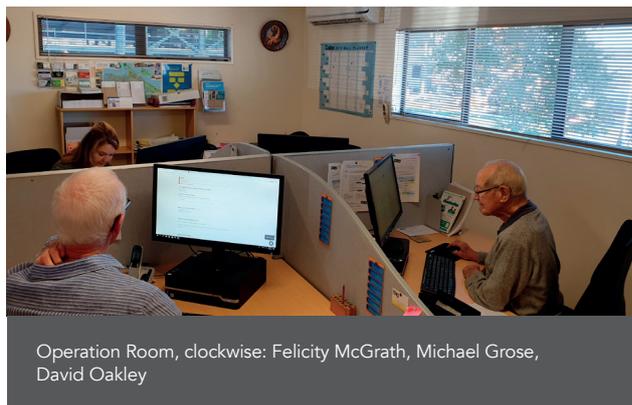
"It's really special to see the impact it can have on someone's day, sometimes even on their life, getting that helping hand. We all have issues we have to deal with in life, it's important for people to know they're not on their own. We are here for anyone and everyone—you don't have to be a Citizen to use our Advice Bureau."

Supporting Our Community

TECT funding was sought to update the slow, outdated computers used daily by volunteers responding to calls and emails. With new computers installed, volunteers now have easy access to information on the Citizens Advice Bureau national database; ensuring daunting problems can be quickly turned into manageable, solvable situations for those in need in our community.

Kim says CAB Tauranga are grateful for TECT's support with the ever-growing demand and increasingly complex calls.

"We can't thank TECT enough for helping us to assist people as quickly as possible when they are often at their most vulnerable. More and more people are calling in from all over the Western Bay, so we are also hoping to expand in the future. Currently we have a main office in Tauranga City and a satellite office running two mornings a week in Papamoa."



Operation Room, clockwise: Felicity McGrath, Michael Grose, David Oakley

Our year in photos



Janet Freeman presenting Jan Moyes with her accreditation certificate



Jill Best receiving her accreditation certificate from Janet Freeman



Janet Freeman and Kim Saunders with the Highly Commended Certificate for 2018-19 Chartered Accountants Australia and New Zealand Award for last year's Annual Report



Wendy Neilson receiving her 5 Year Long Service Award from Janet Freeman



Janet with Their Excellencies The Governor-General of New Zealand The Rt Hon Dame Patsy Reddy and Sir David Gascoigne



Winning Quiz Team Richard Cox, Sue Elsmore, Janet Freeman, Valerie Taylor and Kim Saunders



March in-take group of new members

Celebration

A celebration of Dick Williams JP and Judith Simpson JP 1994-present.

In 1995 Dick Williams opened the first local JP clinic in CABT, where he and Judith were already volunteers. As the service proved very popular Dick and the then President of the local JP Association, established venues at Merrivale, Bayfair, Te Puke and Katikati. We are now all so used to an available JP service, the importance of that early vision is easily overlooked. For 2017 there are records of 20 clinics in 18 locations!

There was a Monday evening 'free' law service. It soon became clear one evening was touching the tip of an iceberg.

Judith and Dick were members of a small group of CABT members and were instrumental in gaining the funding from CABNZ to build the Annexe. Baywide Community Law was born, flourished, grew up and left home.

Dick and Judith have contributed significantly to CABT Governance. Judith served as a Board Member for 6 consecutive years and Chairperson 2004/5. Dick has served on the Board for three terms and as Chairperson 1998/99. He has also been elected to CAB Waikato/BOP regional committee. Judith and Dick were crucial in negotiating the original free Internet which makes such a difference to our service to clients.



Judith Simpson receiving her CABT Life Membership Award from Vivienne Andrews with Michael Grose looking on



Vivienne Andrews (Life Member) presenting Dick Williams with his CABT Life Membership Award

Presentation to Kathy Richards (Life Member)

Kathy had been a member since 1997 until her retirement earlier this year. She held many positions within the Bureau over the years and has been a great asset. We were sorry to see her leave.



Kathy receiving flowers from Janet

Groups we have presented to this year:

- Toi Ohomai International Students
- Toi Ohomai Assisted Living Group
- Greenwood Park Retirement Village
- Stroke Foundation Young Victims
- Stroke Foundation Adult Victims
- 4 x Aspire 2 Work – International Students
- Waipuna Hospice
- 10 x Citizenship Ceremonies for Tauranga City Council
- 7 x Citizenship Ceremonies for Western Bay of Plenty District Council
- Elected Members at Western Bay of Plenty District Council

Citizens Advice Bureau Tauranga Inc.

Performance Report for the year ended: 30 June 2019



Citizens Advice Bureau Tauranga Inc.

Performance Report for the year ended 30 June 2019

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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 5 members.

Management: The Board employs a Manager for 30 hours per week. As at 30 June 2019, there are 55 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.



Citizens Advice Bureau Tauranga Inc.

Performance Report for the year ended: 30 June 2019

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 55 volunteers.

Additional information:*

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

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:

<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* 2018-2019	Last year* 2017-2018
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 	<p>N/A</p> <p>2059</p> <p>5683</p> <p>217</p> <p>9</p> <p>7968</p>	<p>3404</p> <p>2645</p> <p>6513</p> <p>217</p> <p>Nil</p> <p>12779</p>
<ul style="list-style-type: none"> Clinics provided by other organisations in the bureau 	4212	2375
<ul style="list-style-type: none"> Other bureau services – additional to providing information and advice 	1804	1027
Entering and rechecking of service provider entries on the database	1220	1254
Provision of workshops for Settlement Information Service	9	6

Additional output measures:

--

Additional information:

--

Statement of Receipts and Payments

How was it funded? What did it cost?

Notes	This year*	Last year*
	2018/2019	2017/2018
	\$	\$

Operating receipts

	Notes	This year*	Last year*
		2018/2019	2017/2018
		\$	\$
Grants and donations*	2	21618	12127
Fundraising and other similar receipts*	2	Nil	Nil
Fees, subscriptions and other receipts from members*		Nil	Nil
Receipts from providing goods or services*		93200	81023
Interest, dividends and other investment income receipts*	2	2394	2357
Other operating receipts	2	Nil	Nil
Total operating receipts		117212	95507

Operating payments

Payments related to fundraising*	3	Nil	Nil
Volunteer and employee related payments*	3	61620	58782
Payments related to providing goods or services*	3	26724	25438
Grants and donations paid*		Nil	Nil
Other operating payments	3	19101	3956
GST movements \$15330 - \$11645		(3685)	(593)
Total operating payments		103760	87583

Operating surplus or (deficit)		13452	7924
---------------------------------------	--	--------------	-------------

Capital receipts

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

Capital payments

Purchase of resources*	3	6999	Nil
Repayments of borrowings*		Nil	Nil

Citizens Advice Bureau Tauranga Inc.

Performance Report for the year ended: 30 June 2019

Increase/(decrease) in bank accounts and cash*		6453	7924
---	--	------	------

Bank accounts and cash at the beginning of the financial year*		69020	61096
Bank accounts and cash at the end of the financial year*		75473	69020

Represented by: *

Cheque account (600)		12499	12940
Cheque account No.2		313	504
Savings account (601)		20061	13040
Term deposit account(s)		42500	42500
Petty cash		100	36

Total bank accounts and cash at the end of the financial year*		75473	69020
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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)*	75473	69020
Money held on behalf of others*		
Description*	Amount*	Amount*
	Nil	Nil
Money owed to the entity*		
Description*	Amount*	Amount*
	Nil	Nil
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*
Invoices yet to be paid relating to June monthly expenses	1737	6697
GST Returns – 1 January to 30 June 2019	3689	3
TOTAL	5426	6700
Other commitments*		
Description*	Amount*	Amount*
	Nil	Nil
Guarantees*		
Description*	Amount*	Amount*
	Nil	Nil

Citizens Advice Bureau Tauranga Inc.

Performance Report for the year ended: 30 June 2019

Schedule of Other Information

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



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	Konica Minolta	Nil	2000
	COGS	4000	5000
	Sundry Donation	118	127
	Lotteries Commission	5000	5000
	Acorn	2000	Nil
	Pub Charity	3600	Nil
	Tect	6900	Nil
	Total		21618

		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 2019

		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	60000	54500
	Western Bay District Council	18000	13723
	MBIE Face to Face	12500	10000
	MBIE Workshop	2700	2800
Total		93200	81023

		This year	Last year
Receipt Item	Analysis	\$	\$
Interest, dividends and other investment income receipts	Westpac Bank	1428	1902
	Trustpower	466	455
	Chartered Accountants of Aust & NZ (Awards)	500	Nil
Total		2394	2357

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

		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 2019

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	57062	55304
	Employer Kiwisaver & ESCT	1817	1542
	ACC	140	153
	Volunteer Week	Nil	99
	Functions	1614	1484
	Thank You	987	200
Total		61620	58782

		This year	Last year
Payment Item	Analysis	\$	\$
Payments related to providing goods or services	Telephone	3983	3941
	Computer Expenses	511	2975
	Insurance	565	567
	Bank Charges	1	2
	Photocopying	2208	1516
	Kitchen and Bureau Supplies	1006	1596
	Electricity	2146	1896
	Water	136	53
	Printing, Postage, Stationery	1875	1038
	General Expenses	193	379
	Cleaning	1643	1441
	Radio Advertising	8037	7850
	Other Advertising	1179	Nil
	Training Local/Regional/National	2289	879
	Training Resources	265	545
	Repairs and Maintenance	687	760
Total		26724	25438

Citizens Advice Bureau Tauranga Inc.

Performance Report for the year ended: 30 June 2019

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

		This year	Last year
Payment Item	Analysis	\$	\$
Other operating payments	CABNZ Membership	300	300
	Accounting Fees	1526	1454
	Charities Commission	44	44
	Legal Expenses	17231	Nil
	Papamoa Setup	Nil	2158
Total		19101	3956

		This year	Last year
Payment Item	Analysis	\$	\$
Capital payments	4 new computers for the Ops Room, including installations	6999	Nil
Total		6999	Nil

Note 4: Correction of errors*



Citizens Advice Bureau Tauranga Inc.

Performance Report for the year ended: 30 June 2019

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



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 2019, 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 ISRE (NZ) 2400 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 2019.



.....
D. R. Pilbrow C.A.
Tauranga
2 August 2019

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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