



# Citizens Advice Bureau Mid Canterbury Inc.

## Performance Report for the year ended 30 June 2024

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## Entity Information

### *Who we are? Why do we exist?*

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

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

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

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

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

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

#### **The Service**

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

##### Te Ratonga

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

### Entity structure:\*

**Governance:** Members of Citizens Advice Bureau Mid Canterbury Inc. elect a Board which includes Chair, Treasurer, Secretary and up to 8 board members.

**Management:** The Board employs a part time Coordinator for 25 hours per week. As at 30 June 2024 there are 21 volunteers.

## Citizens Advice Bureau Mid Canterbury Inc.

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

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

Citizens Advice Bureau Mid Canterbury this year relied on funding from the Ashburton District Council, NZ Lottery Grants Board, Community Trust Mid and South Canterbury, and COGS, for the coordinator role and other operational costs.

Citizens Advice Bureau Mid Canterbury also received a generous donation from the Rotary Club of Ashburton.

Citizens Advice Bureau Mid Canterbury also relies on the provision of non-cash resources from CABNZ, the national body of CAB, in the form of:

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

### The main methods used by the entity to raise funds:\*

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

### The entity's reliance on volunteers and donated goods:\*

The effectiveness of the CAB is driven by the passion, commitment, hard work and goodwill of its volunteers to provide a valuable service to the public. The bureau relies almost entirely on volunteers (who are the members of the bureau) to provide the person to person service of providing free to all individuals an impartial and confidential service of information, options and support. Volunteers also contribute so much time and effort in providing effective governance, learning and development, and other activities to support the running of the bureau. The bureau has 21 volunteers.

### Additional information:\*

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

### Contact details

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

## Statement of Service Performance

### What did we do?

#### Description of the entity's outcomes:

The bureau:

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

Description and quantification (to the extent practicable) of the entity's outputs:*	This year*	Last year*
Information, support and access to services is available to help people understand their rights and obligations and get help through:		
<ul style="list-style-type: none"> <li>• Direct person to person provision of information and advice                             <ul style="list-style-type: none"> <li>○ Face to Face</li> <li>○ Phone</li> <li>○ Email</li> <li>○ Other</li> <li>○ <b>Total</b></li> </ul> </li> </ul>	252 191 68 6 <b>517</b>	246 213 81 5 <b>545</b>
<ul style="list-style-type: none"> <li>• Clinics provided by other organisations in the bureau</li> </ul>	14	4
<ul style="list-style-type: none"> <li>• Number of clinic attendees</li> </ul>	98	
<ul style="list-style-type: none"> <li>• Other bureau services – additional to providing information and advice</li> </ul>	235	166
<ul style="list-style-type: none"> <li>• Entering and rechecking of service provider entries on the database</li> </ul>	257	462

## Statement of Receipts and Payments

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

	Notes	This year* \$	Last year* \$
<b>Operating receipts</b>			
Grants and donations*	2	46,543.59	47,928.60
Fundraising and other similar receipts*	2	0.00	100.00
Fees, subscriptions and other receipts from members*	2	0.00	129.10
Receipts from providing goods or services*	2	1,000.00	7,800.00
Interest, dividends and other investment income receipts*	2	369.70	0.92
Other operating receipts	2	297.13	543.46
Net GST received		81.00	
<b>Total operating receipts</b>		<b>48,291.42</b>	<b>56,502.08</b>
<b>Operating payments</b>			
Payments related to fundraising*	3	0.00	0.00
Volunteer and employee related payments*	3	38,499.36	30,182.63
Payments related to providing goods or services*	3	0.00	0.00
Grants and donations paid*	3	0.00	0.00
Other operating payments	3	12,410.88	12,473.74
Purchase Other Resources		1,797.39	
Net GST Paid			249.82
<b>Total operating payments</b>		<b>52,707.63</b>	<b>42,906.19</b>
<b>Operating surplus or (deficit)</b>		<b>(4,416.21)</b>	<b>13,595.89</b>
<b>Increase/(decrease) in bank accounts and cash*</b>		<b>(4,416.21)</b>	<b>13,595.89</b>
Bank accounts and cash at the beginning of the financial year*		14,163.89	568.00
<b>Bank accounts and cash at the end of the financial year*</b>		<b>9,747.68</b>	<b>14,163.89</b>
Represented by: *			
Cheque account(s)		9,513.89	13,933.87
Petty cash		233.79	230.02
<b>Total bank accounts and cash at the end of the financial year*</b>		<b>9,747.68</b>	<b>14,163.89</b>

## Statement of Resources and Commitments

*What do we own? What do we owe?*

### Schedule of Resources

	This year \$	Last year \$
<b>Bank accounts and cash (from Statement of Receipts and Payments)*</b>	9,747.68	14,163.89

#### Money held on behalf of others\*

Description*	Amount*	Amount*
Volunteer Account	233.79	230.02

#### Money owed to the entity\*

Description*	Amount*	Amount*
GST refund	132.29	213.29

#### Other resources\*

Description and source of value* (cost or current value required if practical to obtain)	Cost or current value*	Cost or current value*
Laptops and IT equipment at cost	5,500	5,500
Office equipment at cost	3,800	3,800
Furniture and fittings at cost	3,597.39	1,800

### Schedule of Commitments

	This year \$	Last year \$
<b>Money payable by the entity*</b>		
<b>Description*</b>	<b>Amount*</b>	<b>Amount*</b>
Salary, PAYE, Kiwisaver and ACC levies	917.18	641.95
Accrued Leave	1,305.10	1,321.60
GST	0.00	0.00

### Schedule of Other Information

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

## Notes to the Performance Report

### Note 1: Accounting Policies

*How did you do your accounting?*

#### **Basis of Preparation\***

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

#### **Goods and Services Tax (GST)\***

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

### Note 2: Analysis of Receipts

*How was it funded?*

		This year	Last year
<b>Receipt Item</b>	<b>Analysis</b>	<b>\$</b>	<b>\$</b>
Grants and donations	Ashburton District Council	15,000.00	15,928
	COGS	10,000.00	10,000
	Community Trust Mid/South Canterbury	10,000.00	10,000
	Lottery Grants Board	9,743.59	5,000
	Lion Foundation	-	5,000
	Braided Rivers Trust	-	2,000
	Rotary Club of Ashburton	1,800.00	-
	<b>Total</b>		<b>46,543.59</b>

		This year	Last year
<b>Receipt Item</b>	<b>Analysis</b>	<b>\$</b>	<b>\$</b>
Fundraising and other similar receipts	Fundraising	0.00	100.00
	<b>Total</b>		<b>0.00</b>

		This year	Last year
<b>Receipt Item</b>	<b>Analysis</b>	<b>\$</b>	<b>\$</b>
	Volunteer monies	0.00	129.10



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Fees, subscriptions and other receipts from members			
	<b>Total</b>	0.00	129.10

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

		This year	Last year
<b>Receipt Item</b>	<b>Analysis</b>	<b>\$</b>	<b>\$</b>
Interest, dividends and other investment income receipts	Interest Income	369.70	0.92
<b>Total</b>		369.70	0.92

		This year	Last year
<b>Receipt Item</b>	<b>Analysis</b>	<b>\$</b>	<b>\$</b>
Other operating receipts	Sundry Income	297.13	543.46
<b>Total</b>		297.13	543.46

### Note 3: Analysis of Payments

*What did it cost?*

		This year	Last year
<b>Payment Item</b>	<b>Analysis</b>	<b>\$</b>	<b>\$</b>

## Citizens Advice Bureau Mid Canterbury Inc.

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Payments related to fundraising	Fundraising expenses	0.00	365.22
	<b>Total</b>	<b>0.00</b>	<b>365.22</b>

		This year	Last year
Payment Item	Analysis	\$	\$
Volunteer and employee related payments	Coordinators Salary	36,640.00	29,270.20
	Kiwisaver + ESCT	1,099.20	723.39
	ACC	71.26	-
	Staff training	688.90	189.04
	<b>Total</b>	<b>38,499.36</b>	<b>30,182.63</b>

		This year	Last year
Payment Item	Analysis	\$	\$
Payments related to providing goods or services	Advertising	170.00	115.83
	Bank Fees	0.20	78.20
	Consulting and Accounting	700.00	-
	Entertainment	173.91	-
	Event Registration	100.00	265.22
	Freight Postage and Courier	-	36.00
	General Expenses	65.52	234.78
	Insurance	158.12	126.95
	Labour	-	950.00
	Payroll Fees	459.00	664.75
	Printing and Photocopying	1,034.77	867.67
	Rent	5,693.29	6,009.71
	Repairs and Maintenance	-	135.00
	Resources	970.78	250.00
	Room Hire	320.70	174.61
	Stationary/Office Expenses	538.01	106.69
	Subscriptions	907.17	848.09
	Telephone and Internet	417.39	538.78
Travel	702.02	1,071.46	
	<b>Total</b>	<b>12,410.88</b>	<b>12,473.74</b>

		This year	Last year
Payment Item	Analysis	\$	\$

## Citizens Advice Bureau Mid Canterbury Inc.

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Grants and donations paid	Nil		
	<b>Total</b>		

### Note 4: Correction of errors\*

**None applicable**

### Note 5: Related party transactions\*

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

(Last Year - Nil)

### Note 6: Events after the balance date\*

<b>Nature of the event*</b>	<b>Estimated amount*</b>	<b>How, if at all, the event is likely to affect the continuing viability of the entity*</b>
Nil		