



**PRESIDENT**  
RACHEL PINN

Tena koutou kataou

Whāia te iti kahurangi ki te tūohu koe me he maunga teitei  
Seek the treasure you value most dearly, if you bow your head, let it be to a lofty mountain.

This whakataukī is fitting for our clients as we seek to work with them to determine their financial goals and work with their strengths. Our organisation's vision is, people have better lives because they successfully manage their finances.

**Collaborative** (*co-operative, joint, collective*)

We work alongside all stakeholders

**Open-minded** (*non-judgemental, respecting diversity*)

We are receptive to different people's views

**Approachable** (*friendly, positive, amicable*)

We build strong relationships

**Connected** (*joined, united*)

We create linkages

**Honourable** (*credible, respect*)

The values work collectively to form the "COACH" acronym and this works well with our vision and our roles as financial mentors and money mates. This year our service saw a record 1,400 clients with over \$30m worth of debt collectively.

The Government announced The Wellbeing Budget with support for mental wellbeing; reducing child poverty; lifting Māori and Pacific incomes, skills and opportunities; supporting a thriving nation in the digital age; and creating opportunities to transition to a sustainable low emission economy. Our contract with the Ministry of Social Development (MSD) has been extended for a further two years to 2021. Included in this contract is a new role called the Kahukura. The Kahukura services clients with multiple and complex needs. At the same time another contract ceased and the clients on that contract needed to be absorbed into the existing service.

Despite the increasing need and government focus the service saw a slight decline in government funding this year. Our future focus will be on expanding our sources of income to ensure we are more resilient to the changing funding environment. Short term contracts of two to three-year durations create instability in the sector that need to be carefully managed.

Over the last year the service has provided 4296 Building Financial Capability Core (BFC Core) sessions and Building Financial Capability Plus (BFC+) sessions and 170 Money Mates sessions.

To reduce inequalities for Māori whānau experiencing financial hardship our frameworks need to change. They need to be founded upon and driven by Māori cultural principles, prioritising care, relationship, unity, service and kindness. We have developed more culturally relevant procedures including a Bi-Cultural Policy and Procedure. This policy acknowledges the Treaty of Waitangi as a founding document and we recognise the needs of Te Iwi Māori through the Treaty principles of partnership, participation and protection.

The service recruited a new Manager Shirley McCombe. Shirley brings a wealth of experience including in the disability sector and a great deal of passion for improving people's wellbeing. I would like to thank Terese James and Cathy Brown who volunteered to recruit the new manager and Terese for stepping in as the Acting Manager during the handover period. Michelle Harrison our Committee Treasurer and life member of the service is stepping down from the Committee and I would like to acknowledge her outstanding contribution to the service and wish her all the best for the future. We also saw Diane Bruin step down as the service's manager. Diane saw the service through a significant period of change and I wish her all the best for the future. We also have Tam McDonald, Sheldon Nesdale and Hilary Cutfield stepping down from the Committee. Thank you all for your contribution to the Committee.

I am delighted to acknowledge Jo Gravit's contribution to the service by making her the service's first Supporter.

One staff member continues training for a Diploma in Health and Wellbeing (level 5) provided by Careerforce. Our collaboration with Ngā Mataapuna Oranga (NMO) has been invaluable on many levels this year including enabling the service to secure funding for the Kahukura role.

Our focus for the coming year is to increasingly become a community leader, fostering stronger relationships within the community. Our focus will be on developing social enterprise to broaden our engagement with a wider section of the community.

Ngā mihi nui



**TREASURER**  
MICHELLE HARRISON

Please find for your perusal the Tauranga Budget Service Performance Report as at 30 June 2019 which has been prepared according to the new reporting standards.

**STATEMENT OF FINANCIAL POSITION**

TBAS achieved an overall surplus of \$6,042 in the year ended 30 June 2019. The committee had again accepted a deficit budget based on known income and expenditure but encouraging Diane to use her skilled management to bring the actual income vs expenditure into a surplus with extraordinary savings in expenses and/or obtaining additional income.

**INCOME**

The contract with the Ministry of Social Development came to \$389,424 and was received in two instalments, in July and December. Despite lowering interest rates, interest was higher than last year at \$13,498.

**EXPENDITURE**

Expenses were tightly managed, just 1% higher than in 2018. Please see page 9 of the Performance Report for the detail

**STATEMENT OF FINANCIAL PERFORMANCE: ASSETS & LIABILITIES**

During the year, new laptops, monitors and furniture were purchased to support the work of the Financial Mentors. We continue to operate with no major liabilities apart from monthly creditors.

**STATEMENT OF CASH FLOWS**

The statement of cash flows shows a total net cash movement as a minor decrease of \$2,255. An excellent result with a tight budget.

**2019-20 YEAR**

The next step for TBAS is to continue to service the needs in the community under a revised funding structure with different target metrics to achieve.

**PEOPLE**

It has been a pleasure to work with our retiring manager, Diane Bruin over the years and I honour her for her leadership of the Tauranga Budget Advisory Service in such a growth phase. I wish her all the best in her retirement and welcome Shirley McCombe who has brought excellent knowledge from the Not-For-Profit sector and will ably lead the service into the future. I have been well supported by Julie Brisby this year and would like to thank her tremendously for her passion and technical expertise she brings to her accounts role. I unfortunately have to herald that I will be stepping down at this AGM but I am confident we have an excellent committee and proposed Treasurer, Graham Beswick, who I commend to you.

It is with pleasure that I present to you the performance report for your acceptance.



**FINANCIAL ACCOUNT INFO FOUND HERE:**  
[WWW.CHARITIES.GOV.TZ/ANNUAL REPORTS](http://WWW.CHARITIES.GOV.TZ/ANNUAL REPORTS)

**Our Vision**

**People have better lives because they can successfully manage their finances**

**Mission Statement**

**Our well-trained team builds on the strengths and skills of our clients to enable them to develop their financial capability**



**KAHUKURA**  
CODY WESTWORTH

It has been my absolute pleasure to be the Manager of the Tauranga Budget Advisory Service since March 2019 and to have the opportunity to build on the hard work and dedication of those who have built this service over the last 47 years.

I would like to begin by acknowledging our wonderful staff and volunteers. Without the hard work of our team and the generosity of our volunteers, we would not have been able to achieve the almost 4500 sessions we delivered last year. Their time, energy and commitment to the people of Tauranga is humbling.

I would also like to acknowledge our passionate committee, who work tirelessly behind the scenes. We are fortunate to have a committee of strong, capable and resourceful people who have used their collective knowledge to strengthen and guide the service we offer.

The end of this financial year saw the end of the Building Financial Capability Plus (BFC+) contracts available to providers across the country and the development of a new contract, the Kahukura. We feel very fortunate to be able to be part of this unique pilot, as only a handful of providers were offered this contract and we look forward to being able to work with some of our most vulnerable clients in a more flexible and responsive way.

We have also seen our Total Money Management Service continue to grow. This is an extremely valuable, but underfunded section of our business and we are working with the Ministry of Social Development and Fincap to address the shortfall in funding. With changes in disability sector, we expect to see the need for the service to continue to grow year-on-year and it is vital that we are positioned to be able to continue to offer this essential service.

As I look to the 2019/2020 financial year, my focus will be on raising our profile, improving our systems and building our social enterprise. As with so many Not-For-Profit organisations, we are vulnerable to changes in government policy, MSD priorities and the increasing costs of operating a business in Tauranga. Sourcing alternative income and creating another income stream is essential to ensure we remain sustainable and gives us the opportunity to extend our service to more people.

Our relationship with other social service organisations are key to our success and we are working tirelessly to ensure we work collaboratively with like-minded organisations. Tauranga is fortunate to have a strong social sector and willingness across the board to share knowledge and resources for the betterment of our community.

I look forward to a challenging and exciting year ahead.

The Kahukura contract was awarded to Tauranga Budget Advisory Service following a long consultation process, and I have been asked to deliver this new and exciting service. The Kahukura role is aimed at helping those who have multiple and complex needs and who are experiencing or are at risk of experiencing financial hardship.

To be eligible to work with the Kahukura, clients must fit within a strict criteria which includes; no or low financial capability/skills, no or low income, in crisis due to human needs not being met (such as food, shelter and safety) and psycho-social health issues (such as poor physical or mental health, stress, anxiety and addiction).

My role is to provide an intensive one-to-one case management/social worker service with a financial literacy lens. To do this I will be working closely alongside social workers from other organisations, assessing each client, identifying their needs and how best to support them. I will assist them to navigate the vast number of specialist services involved in their lives and to support them to maintain their engagement.

Our target is 30 clients per annum, with a minimum of 10 clients at any one time. One big advantage of this contract is being able to work intensively without the constraint of session times.

It is early days, but I am really enjoying the role. With the support of Shirley we are getting out into the community and meeting with a multitude of organisations, keen to support the role and ensure our success. There are some challenges, such as dealing with those who suffer from mental health distress, but I have been able to attend additional training to assist in supporting these clients.

I am excited for the future of this role. I am looking forward to seeing more and more clients transition from living in difficult and high risk situations, to coming out at the other end and being able to live a more positive life.



**MANAGER**  
SHIRLEY MCCOMBE

This year has been an extremely busy year for me at TBAS, with Summary Instalment Orders and Total Money Management. The number of clients opting to do a Summary Installment Order (SIO) rather than a Bankruptcy or a No Asset Procedure (NAP) has grown from 29 in 2018 to currently 37 in 2019.



**TOTAL MONEY MANAGEMENT**  
**ALISON CRAIG**

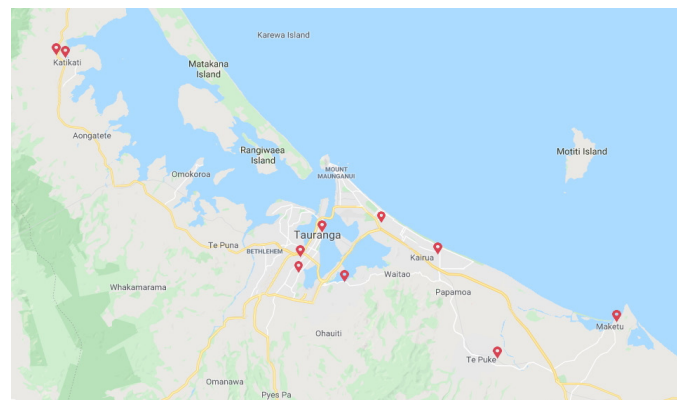
SIO is a debt repayment plan that is probably the best insolvency option if the client owes less than \$47,000 on unsecured debt and is able to make some repayments on their debts. The time frame is 3-5 years, though it can be less, and all interest on debts is stopped at the point the order is made.

One client has completed her SIO and is now in a Habitat home and is still working with TBAS to keep her on track with her budget.

Total Money Management (TMM) is no longer under the BFC+ umbrella. It now just falls under Core Contracts. TMM clients with TBAS has a total of 75 clients, 55 custodial, 14 standard and 6 savings only, vs 2018 total 73 clients, 62 custodial, 6 standard and 4 savings only.

TMM continues to be a high need for some of our clients as without it many of them would be homeless and hungry. Most of our TMM clients have paid off or are in the process of paying off debts. They are on their way to becoming debt free and some now have substantial savings and are able to live without the worry of day to day living costs.

For me working at TBAS continues to be extremely rewarding, enabling clients to pay off debts and work towards being independently financially capable.



**10 LOCATIONS**

- Historic Village
- University of Waikato
- Merivale Community Centre
- Welcome Bay Community Centre
- Hillier Centre
- Papamoa Library & Community Centre
- Te Puke Food Bank
- Maketu Hauora
- Katikati Community Centre
- Te Runanga o Ngai Tamawhariua

THANK YOU FOR YOUR SUPPORT

- Aged Care Hub
- Aged Concern
- Avalon
- Awhina House
- Baywide Community Law
- CAB
- Chamber of Commerce Mentor Programme
- Commerce Commission
- Commission for Financial Capability
- Community Mental Health
- Emerge
- Empowerment Te Puke Foodbank
- Get Smart
- Good Neighbour
- Goodwood Park
- Habitat for Humanity, Tauranga
- Hapu Mana Tepuke
- Hillier Centre – Bayfair
- Idea Services
- Insolvency Services
- Katikati Community Centre
- Lifestyle Choices
- LINC
- Maketu Hauora
- Merivale Community Centre
- FinCap
- Nga Maatapuna Oranga
- Ngati Ranginui Iwi Trust
- Pacific Island Community Trust Tauranga
- Papamoa Emergency Housing
- Papamoa Library and Community Centre
- Probation Services
- Rau O Te Huia
- Red Cross Curtain Bank
- Salvation Army, Tauranga & Mt Maunganui
- Shakti
- SILC
- Socialink – Liz, Kathy and Team
- Sorted
- SPCA
- St Lazarus Trust
- St Vincent de Paul
- Strengthening Families
- Supergrans
- Tauranga City Council
- Tauranga Community Housing Trust
- Tauranga Foodbank – Nicki and Team
- Tauranga Moana Mens Shelter
- Tauranga Youth Development Team
- Te Manu Toroa
- Te Puna Hauora
- Te Runanga o Ngai Te Rangi Iwi
- Te Tuinga Whanau
- Te Whare Maiangiangi
- Toi Ohomio Tertiary Institute
- Turning Point
- Vincent House
- Volunteer Bay of Plenty
- Welcome Bay Community Centre
- WINZ
- Womens Refuge
- Workbridge
- Volunteer BOP

**ANNUAL REPORT 2019**

**STATEMENT OF ACCOUNTS**  
**FOR THE YEAR ENDED**  
**30TH JUNE 2019**



**Tauranga Budget Advisory Service**  
**Over 40 years serving in the Bay**  
**Our Vision is to see people have better lives**  
**because they can successfully manage**  
**their finances**

**“He ra ki tua”**  
**“Better times are coming”**  
[www.tgabudget.org.nz](http://www.tgabudget.org.nz)  
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