



**TREASURER**  
GRAHAM BESWICK

The Tauranga Budget Advisory Service Inc financial accounts for the year ended 30 June 2020 have been prepared according to the appropriate reporting standards for a Public Benefit Entity, and with an audit statement dated 2 October 2020.

**STATEMENT OF FINANCIAL PERFORMANCE**

The Tauranga Budget Advisory Service achieved an overall surplus of \$55,736 in the year ended 30 June 2020. This was an excellent result and comfortably exceeded the budget of \$21,557, as well as the previous years result of \$6,042.

**INCOME**

The contract with the Ministry of Social Development came to \$434,629 (previous year \$389,424), reflecting the core Building Financial Capability contract and the new Kahukura contract. A further variation to contract in October also assisted in a better result than expected. There was \$22,061 other revenue for services (previous year \$7,731) and wonderful support from funders this financial year including funding toward a mobile clinic (Western Bay of Plenty Council), rent (Acorrn) and (laptops) Pub Charities. A substantial amount of support was also received from TECT toward our Total Money Management service, this funding will bridge the 2020/21 financial year. Due to lower interest rates, interest was slightly less than last year at \$11,549.

**EXPENDITURE**

Expenses were well managed again this year, came in at 3% under budget. While higher than last year, the additional revenue received this year enabled improved staffing levels and remuneration, in recognition of the commitment of the dedicated staff. Staff costs have increased 11% over the previous year, although other operating costs have had a minimal increase.

**STATEMENT OF FINANCIAL POSITION - ASSETS & LIABILITIES**

During the year, new laptops, monitors and furniture were purchased to support the work of the staff and Financial Mentors. The purchase of a new van, and the conversion of the interior to suit the servicing of clients in remote locations, was a welcome addition to the assets of the budget service. Unfortunately, COVID 19 has delayed the effective implementation of this van, although this is now being actioned as intended. 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 an increase of \$40,201 (last year decrease of \$2,255). This is consistent with this year's excellent result.

**2020-21 YEAR**

The budget for the current year has received a significant boost in funding from MSD of 66% (\$285,000), although there are restrictions as to how this may be expended, and some of the increase has a two year funding limit. However, such a significant increase provides exciting possibilities as to how Tauranga Budget Advisory may better serve the community, as well as being able to increase its community profile. The total revenue is budgeted for 2021 at \$800,000 (this years actual \$502,000).

**PERSONNEL**

This has been the completion of my first year as Treasurer which I have enjoyed, and I am still becoming familiar with the various operations of the budget service. Julie Brisby has continued to provide excellent on site financial services, and is now focussed primarily on the financial accounts, with other staffing doing the Total Money Management which Julie also used to do. Julie's skills ensure I do not need to be closely involved in the detail of accounts preparation, which the previous treasurer was content to do. Shirley McCombe as Manager, is to be commended on her skillful financial management and budget control, and is enthusiastically accepting the challenge of effectively allocating the increased funding this year on new projects.

In conclusion I recommend the audited financial statements for adoption by the Board.

**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



**FINANCIAL ACCOUNT INFO FOUND HERE:**

[HTTPS://WWW.REGISTER.CHARITIES.GOV.TZ/CHARITY/CC21531](https://www.register.charities.govt.nz/charity/cc21531)



**CHAIR**  
RACHEL PINN

Fa'atalofo atu, Mälö e lelei, kia ora koutou.

Kia whakatohuri te haere whakamua: 'I walk backwards into the future with my eyes fixed on my past'

This whakatauki or 'proverb' speaks to Maori perspectives of time, where the past, the present and the future are viewed as intertwined, and life as a continuous process. The past is central to and shapes the present and the future.

The last half of 2019 saw the Kahukura service up and running and this has given us a new mechanism to work with clients who meet specific criteria, including multiple disadvantages. The service purchased a van with seating for clients which means our team can go out into the community more easily.

As you are well aware, Covid-19 has changed the world substantially over the course of 2020. Our offices were closed during the Level 4 lockdown and new ways of engaging with clients were needed with relatively little time to prepare. I would like to acknowledge Shirley and her team in working to evolve the service during this time. Our community is experiencing considerable hardship and the pandemic reemerging poses an ongoing threat to people's well-being.

The AGM is not only an opportunity to review the past year but also a chance to look forward to the future. The service is in a strong position to respond to the economic challenges of Covid-19. We have recruited excellent new Committee members. We have received additional short-term funding for our Ministry of Social Development (MSD) contracts.

2021 will see a broadening of the clientele we serve and responding to this challenge is only really possible if we work together with other agencies to support and respond to the needs of people and their whānau.

I am stepping down from the role of Chair at this AGM. I have thoroughly enjoyed my time on the Committee and am pleased to be leaving at a time when the service is well prepared to face the future.

Ngā mihi nui  
Rachel Pinn  
Outgoing Chair



**COMMUNITY CONNEC**  
CHRISTINE MILLWARD

Having commenced my role in early August, I have hit the ground running and have totally enjoyed the past two months in my role as Community Connector.

The opportunity to meet people and talk about the role of a Financial Mentor has been very rewarding and I am pleased to write that I have been well received in both the social service community and business sector.

As well as connecting with those in the social service and business sectors, I have been able to utilize our mobile clinic to represent Tauranga Budget Advisory Service to the general public, visiting malls and shopping centers on weekends. This promotional work has also opened the door to several businesses, allowing me to arrange a presentation of our service to their employees.

I am currently preparing to represent the service at a number of events including the Women's Lifestyle Expo and FluroFest, which is an event focused on mental health. With the help of Margot, we have developed posters and literature to address the theme of health and wellbeing as we recognise that financial capability plays a significant role in peoples overall wellbeing.

Thank you to Shirley and the team for making me feel so welcome.

It has been an unprecedented year for us all, and at the start of the 2019/2020, none of us could have imagined the strange new COVID world we have found ourselves in.

When a move to Level 3 was announced, our team began working remotely from home. They identified their most vulnerable clients, contacting and supporting them as they navigated the impact of social isolation.

Many of our homeless clients went into emergency housing and because of the increase in both Winter Energy Payment and core benefits, many of them managed well financially.

Whilst some were managing, we knew others were facing reduced hours, redundancies, and business failures. We expected a tsunami, but none knew exactly when it would hit or how big it would be. What we did know was that many of those who would benefit from our support, did not know that we even existed, so we began advertising, collaborating, and spreading the word through our networks.

We have been very fortunate to have been given some additional funding to assist us to meet the demand. As a result, we were able to employ a part-time Community Connector and another full-time Financial Mentor.

We have seen the numbers of clients seeking assistance with Kiwisaver withdrawals, Debt Repayment Orders, No Asset Procedures, and Bankruptcy grow. Our session numbers continue to rise and despite everything that has happened, we have ended the year at 112% of target.

We have worked to extend our networks, improve access and evolve our service through the development of new clinics and our remote evening services. COVID19 has forced us to work differently and as well as challenges, there are many opportunities ahead. We have some exciting plans in place for the next twelve months both at an organisational level and nationwide through our umbrella organisation FINCAP...so watch this space.



**KAHAKURA**  
CODY WESTWORTH

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 criterion 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 identifying 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.

Most clients have the goal of becoming debt-free but because many have been in emergency accommodation and are not addressing debt, they do not fully appreciate their financial position.

We establish their financial situation and encouraged them to start contributing toward their debts while they are in cheap/free accommodation. We create savings accounts and for many clients, it is the first time in their lives have managed to save.

When clients in transitional housing miss rent payments they are issued with a 14-day tenancy breach. We have been supporting these clients to create an affordable repayment plan and support them to follow these. This is important as if clients have three breaches, they are issued with an eviction notice. I have worked with clients who have gone into long term accommodation both in the private rental market and in Social Housing.

We have made a lot of connections and have formed strong relationships with new organisations which strengthens our ability to support our clients' needs.

This year, I have noticed an increase in clients requesting help to deal with past trauma and grief, some for the first time in their lives. Seeing clients who first come in with their heads down, watching them learn and make changes that enables them to improve their situation is so rewarding. The shift in their quality of life, their confidence and positivity in their minds is a blessing to witness.



**MANAGER**  
SHIRLEY MCCOMBE

2020 has been a very trying year for both myself and my clients on Debt Repayment Orders (DRO) and Total Money Management, however we adjusted and made it through without too much disruption to the service.

Insolvency made changes early in the year including a name change and increasing the level of debt limits. Previously known as a Summary Installment Order (SIO), this has now become a Debt Repayment Order (DRO), and the debt limit for both DRO and No Asset Procedure (NAP) has gone up from \$47,000 to \$50,000.

The number of clients opting to do a Debt Repayment Order (DRO) rather than a Bankruptcy or a No Asset Procedure (NAP) has grown from 37 in 2019 to currently 45 in 2020. We expect to see a further increase in these numbers as COVID19 impacts our clients.

The DRO is a debt repayment plan that is usually the best insolvency option if the client owes less than \$50,000 on unsecured debt and is able to make some repayments. 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.

Three clients have now completed their DRO's and one is now in a Habitat home and is still working with Tauranga Budget Advisory Service (TBAS) to keep on track with her budget.

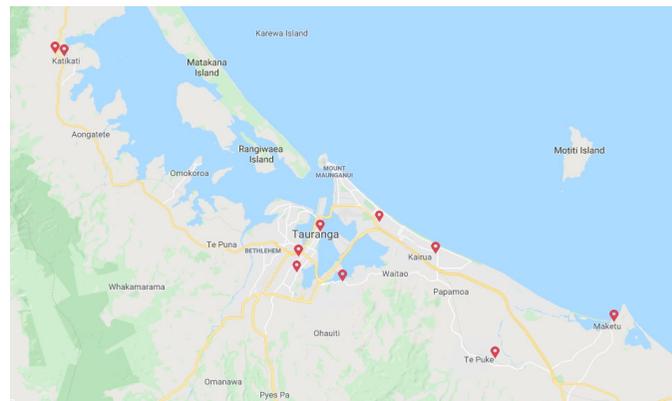
Total Money Management (TMM) clients with TBAS as at 30 June 2020 total 88 clients with 62 custodial, 16 standards and 10 savings only, vs 2019 total 75 clients, 55 custodial, 14 standards and 6 savings only.

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 debt and they are on their way to becoming debt free, 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.



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



**9 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

**THANK YOU FOR YOUR SUPPORT**

- Acorn Foundation
- Aged Care Hub
- Aged Concern
- Avalon
- Awhina House
- Baywide Community Way
- 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
- Pub Charity
- 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
- TECT
- 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

**TAURANGA**  
**budget advisory**  
**SERVICE**

**ANNUAL REPORT 2020**

**STATEMENT OF ACCOUNTS**  
**FOR THE YEAR ENDED**  
**30TH JUNE 2020**



**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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