



Companionship & Morning Activities for Seniors



Annual Report 2022

Our Mission

To provide companionship and activities to seniors who are isolated in the community.

Our Vision

Older persons have value and are a resource.

There is adequate support and services to older persons.

Opportunities are created for contribution of experience and wisdom.

Life Members

Lizzie Collenette	Janice Cunliffe	Sue Davy
John Holloway	Richard Howard	Yvonne Estcourt
Eddy Hsu	Marion Kane	Rosa Lee
David Sang	Keith Searle	Rudolph De Smidt
Elizabeth Cox	Marlene Crosby	Raina Nilsen

Life Members to be awarded 2022

David Winslade	volunteer all centres
Yoshiko Barry	volunteer Sunnynook
David Broom	volunteer Glenfield
Bruce Torkington	volunteer all centres

Chairperson's Report

Robyn Walker

It is my privilege to welcome the membership of the North Shore CMA to the 51st Annual General Meeting of your organisation. I would like to begin with acknowledgement of the staff, volunteers, and Governance Team of CMA who in different ways, all contribute the heartbeat to our organisation.

Our centre supervisors- Jacinda Tyson, Kiri Beven, Heather Patton and Jenny Jordan - are committed, incredibly special people. We said farewell to Ali Shaw as Support Officer and supervisor of the Stanmore Bay Centre very recently. Our new Support Officer, Kiri Beven, is a great addition to the office team and will no doubt add a lot of value with her experience as a Supervisor bringing a useful insight to this role. Rachel Quin Gilbert continues to provide highly effective executive management of CMA activities and has worked diligently with the Governance Team to discuss our strategic direction and identify new funding opportunities.

Our centre volunteers bring a range of practical skills to the weekly sessions while others donate time and services to CMA administration, lowering our operational costs. We simply could not make ends meet without you. You are all community heroes.

To our Governance Team (GT), we thank you for your time and energy in helping guide CMA. During the past year, the GT has reviewed and updated policies pertaining to a range of areas including Equal Opportunities, Staff Recruitment, Remuneration, Leave & Performance Management, GT/Staff Relationship, Emergency and Incident Response, Infection Prevention and Control, Home Visits, Quality Service and Standards, Vehicle and Transport, Conflict of Interest, GT Terms of Reference, North Shore CMA Rules, and various job descriptions. Opportunities to attend training relevant to the GT have provided benefits to the team in areas of funding and our response to Omicron.

Over the last year, we have completed our annual survey for guests and volunteers, continued partnerships to offer food packages for our guests, conducted a full pay review, and completed First Aid training for staff and volunteers.

In the new normal world, we continue adjusting to as a result of the Covid-19 pandemic, CMA has adjusted our processes to follow the Government mandates and guidelines for our operation through the various stages of lockdown, traffic lights and Covid-19 variants. Our staff keep in contact with our guests via a variety of means including phone calls, emails, home visits, small coffee groups, and delivery of packs that include newsletters and quizzes. They also delivered the very popular and creative "Packed with Aroha" packs with many generous donations that allowed us to put together a variety of items for our guests that also gave CMA a great community presence.

The impact of COVID 19 on the operational and financial aspects of not-for-profit organisations in New Zealand has been profound. CMA is not exempt from this, given the inherent age-related vulnerability of our guests and loss of profitability suffered by many of our funders. We are proud to report on the operational flexibility and financial resilience of the organisation with valuable and much-appreciated assistance from the Ministry of Social Development wage-subsidy fund and Resurgence Support payments. We did not go away; we continued to adapt our service to the circumstances. Our centres have been closed for a lot of the last year with short periods of opening just prior to Christmas 2021 and the start of Term 1 in 2022 due to lockdowns in Auckland during the Delta outbreak and as a precaution during the Omicron outbreak. We have been able to fully reopen from the start of Term 2 in 2022. Attendance has varied when we have been open as some of our guests have been understandably cautious about social contact while Covid-19 continues to be present within the community. We were unable to hold our annual Fun Day in 2021 due to the lockdown. We know this is a much-anticipated event by our guests, staff and volunteers. We have also had to make the difficult decision to cancel Fun Day in 2022 as we feel the risks of Covid-19 derailing it again are reasonably high, especially as we enter the winter season. In place of the Fun Day for 2022 our supervisors have organised a mid-Winter Christmas event for the centres.

The financial consequences of COVID on our organisation are less clear. Some funders are still unable to tell us if deferred funding rounds will eventuate, some philanthropic trusts have paused grants again for 2021/2022 at least, others continue for the time being but with a likelihood of a reduced distribution pool. North Shore CMA remains financially sound with adequate reserves to take us through this financial year and into the next. Nevertheless, it is appropriate currently to look around within the community not just for new funding source but also for collaborating opportunities with other not-for-profits to maximise the benefits from charitable resources. CMA exists to serve elderly of the Shore and Coast by providing regular companionship and continued connection to the world in which they live. If the best way to do this involves working more closely with other organisations that share our vision, then we should seize these opportunities, ensuring as we do that the culture of CMA is preserved.

Finally, we thank all the direct funders on whom we rely for our existence and whose details are outlined in the Financial Report. We recognise the duty we have to use your donations carefully and with the best interests of our elderly guests always front of mind. We believe North Shore CMA remains a relevant and robust community organisation. We look forward to working with the rest of the Governance Team as we navigate a steady course through the inevitable uncertainties of the coming financial year.

Board Members

Robyn Walker – Chairperson

Robyn Walker has been a member of the Governance Team for North Shore CMA since June 2017. Robyn volunteered at the Mairangi Bay CMA centre from 2016 to 2018. Robyn has a Bachelor of Science degree majoring in Computer Science, a Postgraduate Diploma of Business, and an MBA, all from the University of Auckland. Robyn has over 30 years' experience in IT Project Management in NZ and UK. Robyn works part-time as a Project Manager, managing medium to large projects for local businesses.

Keith Haysom – Vice Chair

Keith has over 35 years of financial services experience working in London, Sydney and Auckland, with a specialisation in risk governance. Living in Milford, he is currently transitioning to retirement and is keen to give back to the community through participation in not for profit organisations such as CMA, where he has been a member of the Governance Team for the last 21 months. He is married to Jennie and has one son Scott.

John Stewart – Secretary

John has worked in financial services for over 35 years in New Zealand both internationally and in NZ, living on the North Shore for the past 18 years. John is passionate about giving back to the community and enjoys mentoring promising young professionals in the risk profession. For relaxation John enjoys spending time with his family, and walking his dog. John has travelled extensively and enjoys experiencing different cultures.

John Brodie – Treasurer

John has been a member of the Governance team in his current capacity since June 2021. He was educated in Palmerston North and graduated from Victoria University with a Bachelor of Commerce and Administration in Accounting and Law. He became a Chartered Accountant and after working in North America for several years returned to New Zealand in 1980. He has lived in the North shore for the past 40 years. He is the principal in his own small consulting firm and is transitioning into retirement. Through his involvement in the aged care sector and CMA he is keen to provide his support for community-based care organisations

Emmy Mei – Volunteer Representative - Mairangi Bay CMA

Emmy is currently in her 8th year as a volunteer for CMA and has been on the governance team since 2015. Emmy grew up in China and has a master's in accounting from Peking University alongside a bachelor's degree in engineering. Prior to moving to Auckland in 2013 she worked in investment banking and manufacturing. Emmy is currently a full time Mum with many volunteering roles including school, Chinese community groups, migrant's assistance organizations and an accounts consultancy company.

Dr Michaela Broehl-Cieslik - – Volunteer Representative - Mairangi Bay CMA

Michaela became a CMA volunteer for the Belmont centre in 2020 and joined the GT a year later. She recently retired from her overseas position as consultant anaesthetist and has previously also volunteered as medical doctor in the Philippines and Nepal. Michaela also worked for several years as a nurse aide in rest homes and hospitals during her medical studies and also cared for her severely disabled mother, suffering from MS. She is passionate about health- and cost-conscious cooking and enjoys catering for two centres a week with freshly prepared meals. Supported by her Labrador dog Skila, she strives to offer some break from isolation to our elderly community members.

Lilian Patterson - Volunteer Representative – Albany CMA

Lilian joined CMA, Albany in March 2017 as a volunteer. Lilian is a graphic designer and manages her own company. She has a Bachelor in Fine Arts and a Diploma in Social Media Marketing. She has worked and volunteered with various international social organisations such as refugee-aid programs, orphanages and youth boot camps in the US.

Jacinda Tyson – CMA Supervisor – Glenfield, Sunnynook and Birkdale CMA

Jacinda Tyson attended Auckland's AUT studying early childhood certificate. She also has significant book keeping and personal assistant experience whilst working for her father's business. Jacinda has a level 3 certificate in health and wellbeing through New Zealand Tertiary College. Jacinda is Maori from the Ngai Tahu tribe. Jacinda has been on the CMA board for the last 5 years.

Ali Shaw – CMA Supervisor – Stanmore Bay CMA and Support Officer of CMA (to June 22)

Ali moved to New Zealand in 2019 from Ireland with her husband Graham and two young children Ellie and Jack and joined CMA in February 2020. Ali has a degree in Business Administration from the Dublin Institute of Technology and 10 years' experience in the Financial sector. After starting her family, she took a role in the largest hockey club in Ireland managing their administration needs. She spent 6 happy years there before moving to New Zealand. Ali assists in her local primary school with reading, outings and hockey coaching. She has been Centre Supervisor at our Stanmore Bay centre for over a year now and enjoys delivering a varied and fun program for her guests and has made some wonderful friendships with guests and volunteers alike. She also sits on our Governance team as a Supervisors Representative. Ali is leaving CMA in June 22 to return to her home country of Ireland.

Tom Simpson – Guest representative – Mairangi Bay and Belmont CMA

Tom and his wife Beryl have been members of CMA since 2017, attending both Belmont and Mairangi bay centres. Tom has lived most of his life on the North Shore in a house they built in 1966. Tom is from an engineering background, and has for 35 years taught students at high school level as well as adults for advanced trade certificates. Tom's time is now spent in his workshop doing craftwork and model making plus repairing items for friends when they get broken! For many years he has been involved with operatic and repertory groups doing stage management and lighting for their many productions. Tom joined the board in June 2019 as a guest representative.

Dr Vivien Wei Verheijen – General Member

Vivien is an experienced public servant. She has been involved in many advisory positions during her career, particularly in supporting the needs of New Zealand's ethnic communities. Vivien was born in China and moved to New Zealand in the early 2000s. She has a PhD in public policy and has a strong commitment to actively engage with, and give voice to, the community.

Leah Morgan – General Member

Leah joined the Governance Team in 2020, but has been with CMA since 2015 where she began the year as a volunteer at Belmont CMA. In 2015 she accepted the position of Support Officer and continued in that role until the end of 2019 when she left to focus on volunteering in various organisations. This included Kai 4 Communities, which as Kaitahi Kitchen, in a joint venture with CMA utilised a council grant to make and distribute meals to the elderly in the Devonport -Takapuna area. Outside of the meals Kai 4 Communities prepares and hosts a free monthly community dinner utilising rescued food and produce. Leah lives locally with her husband and two teenage children.

Staff

Rachel Quin Gilbert – Manager

Rachel joined CMA in April 2011 previously having worked in business as an IT project manager and then in HR and recruitment. Rachel has a degree in Business and IT from Leeds University in the UK where she was raised. She came to NZ in 2000 with her young family and has lived on the shore for the last 23 years. Her previous not for profit experience is in the voluntary sector was mainly with playgroup and playcentre. When not at work Rachel is an avid equestrian who has returned to riding in the last 10 years. Rachel is passionate about the needs and welfare of older people. Her role with CMA allows her to combine her desire to seek better outcomes for older people with her commercial business experience to ensure that CMA is meeting its service obligations and remains relevant in our ever-changing society. The last two years have been a challenge but Rachel is proud at how the staff have ensured that the organisation pivoted its service to support our members during lockdowns. As we return to our new normal of living with Covid-19 in the community ensuring safe practice, generating and maintaining funding streams and ensuring excellent service delivery are her main priorities as we head into another year.

Kiri Beven – Support Officer and Supervisor Red Beach CMA

Kiri is the mum of two girls – India and Molly, and coming up 16 years married to Andy. Her girls definitely keep her on her toes and they all adore being outdoors and love nothing more than being near the beach. In her younger years Kiri represented NZ at Waterpolo. Her background in work is mostly in the travel industry and one wonderful job was travelling the world and helping rate 5-star hotels. Kiri came on board with CMA in July 2018, she is passionate about helping mature clients get more active and improve their general strength and wellbeing, and would love to study more around the areas of dementia and keeping active in our old age. She adores a good chat, and you will often find Kiri running late as she stops to chat to everyone. Coming from a sporty family she is a big believer in keeping your body as active as your mind. Kiri will take over the role of Support Officer in June 22 when Ali returns home to Ireland.

Jacinda Tyson – Supervisor Birkdale, Glenfield and Sunnynook CMA

Jacinda started volunteering at CMA in 2004 at the Sunnynook centre. She was employed as the supervisor of Sunnynook in 2016 and then went on to take on the Birkdale and Glenfield centres. Jacinda continues to bring warmth and enjoyment into her CMA centres. Jacinda feels that volunteers are the lifeblood of CMA and through her three centres she has volunteers from across the globe bringing diversity and inclusiveness. Sunnynook and Glenfield remain two of our largest centres with Birkdale keeping that small family feel that some enjoy more. Jacinda has a great passion for older people and recently completed her level 3 certificate in health and wellbeing through New Zealand Tertiary College.

Jenny Jordan – Supervisor Mairangi Bay and Belmont CMA

Jenny was born in Takapuna; her dad grew tomatoes on his section in Northcote the proceeds were used to build their family home, including a glasshouse in Raleigh Road. The family moved to the Norwest in 1970's but there has always been a strong connection to the North Shore. Jenny worked in Case Management with ACC in the 1990's before becoming full time mum raising three – now adult children with her late husband Craig. Jenny graduated with a Bachelor of Social Services in July 2020, earning a pass with Distinction. Part of her study was researching the benefits of having a garden project in supporting independence and wellbeing among elderly people. Jenny loves netball and plays for Shore Rovers, taking teams to Masters Games has been a highlight. Jenny started with CMA in October 2020. The benefits of social interaction for people are so important and working for CMA the support to provide this valued service to the community is invaluable. If you have seen Jenny somewhere before it could be because she is an extra for BGT actors for TV.

Heather Patton – Supervisor Albany and Stanmore Bay CMA

Heather was born in Johannesburg South Africa. She is an occupational therapist with many years of experience helping people get back to work after illness or injury. She also has a Master's in Business Administration and has been working as a disability and management consultant to the Life insurance industry in South Africa since 2007. She moved to New Zealand with her young family in 2017 and loves living on the Shore in Silverdale. She has a passion to help and empower others and finds working with seniors particularly rewarding. When she is not at CMA, she runs a small business called Playwise. Through Playwise, Heather is able to use her knowledge of the science of play, to offer primary school kids technology down-time that they love just as much as their digital playground!

Our Impact 2021/22

Total attendances: 1841

Total sessions held: 153*

Sessions missed due to COVID-19: 112

New members: 15

Total members: 107

Volunteer attendances: 751*

Current Volunteers: 47

COVID 19 response:

Total Care Calls made during closures: 1127

Total Care Packages distributed during closures: 685

***Centres where close due to COVID 19 missing 163 sessions**

Client feedback



“CMA have kept me integrated into my Community over the last 8 years. Living alone I don’t have much interaction with people my own age and this is something I really miss. Thank you to the supervisors and the volunteers for the wonderful job you do”

“Mum lives alone and has bad dementia. Attending CMA means she has some normality in her life and gets to meet and converse with the other guests. They taxi always ensures Mum gets into her house ok and the supervisor at the centre always contacts me to let me how she was each week.”

"I get depressed when away from CMA. Covid has been really difficult. The company and interaction are essential for my well-being."

"There is nothing out there quite like CMA. What they offer and the service they provide is so different to many other groups."

"We need CMA for our health and well-being and we shouldn't be forgotten, we need to meet enjoy each-others company and share memories and things we have in common. CMA is a great service for my generation there is nowhere else for us to go, there's nowhere else that comes close to what CMA provides"

"Very rewarding for older people and gives an opportunity to meet others."

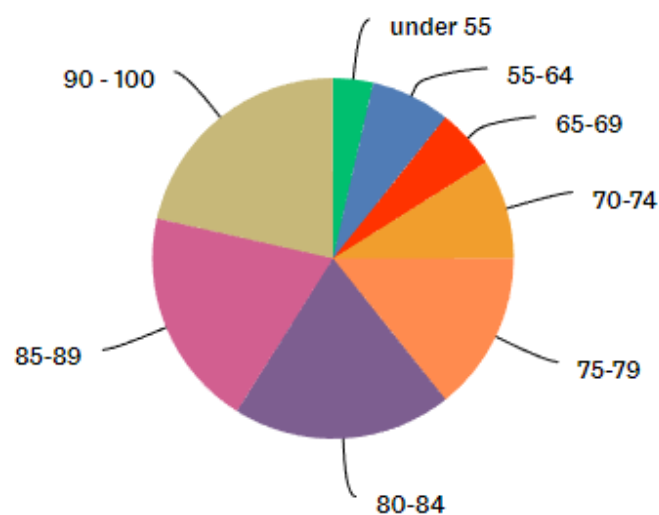
"Wonderful organisation and we would be lost without it"

"The volunteers and staff are so kind and Dave who comes to play the music is great. It's the best part of my week."

Guest Survey Results

Guests are surveyed every 2 years with the latest on being June 2022. Over 80% of guests responded to the survey with all service scores averaging at 9 out of 10.

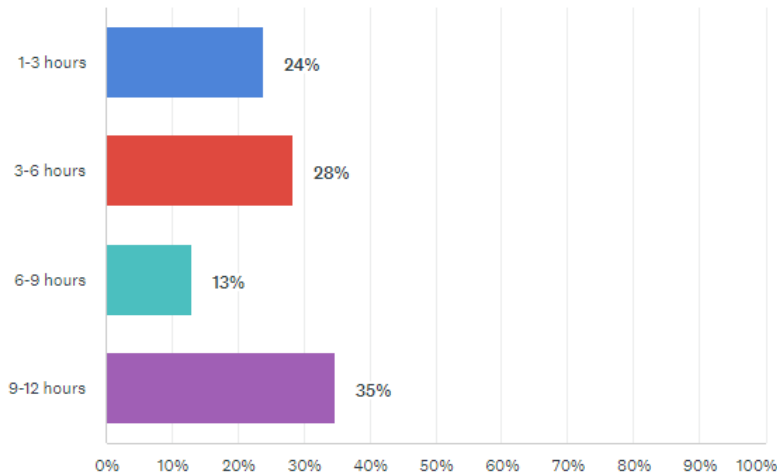
Demographics



- 61% of guests attending CMA are over the age of 80 with 21% being over the age of 90.
- 82% of guests attending are female and 18% are male.

Social Isolation

- 43 % of guests surveyed live alone.
- Of those who do not live alone, 76% spend between 3 and 12 hours alone in their homes every day.



- When asked how many times they would leave the house apart from attending CMA 16% didn't leave their houses at all, 45% said only 1-2 more times, 25% 3-4 times and 13% said 5 times or more.

Importance of CMA to Guests

- Guests were asked how they would feel if they couldn't attend CMA. 100% answered they would feel very sad.
- 87% of guests felt that CMA provided activities that provide for social, intellectual, physical and creative stimulus.
- 90% of guests felt they benefitted positively from the Strength and Balance exercises provided by CMA.

Key Findings

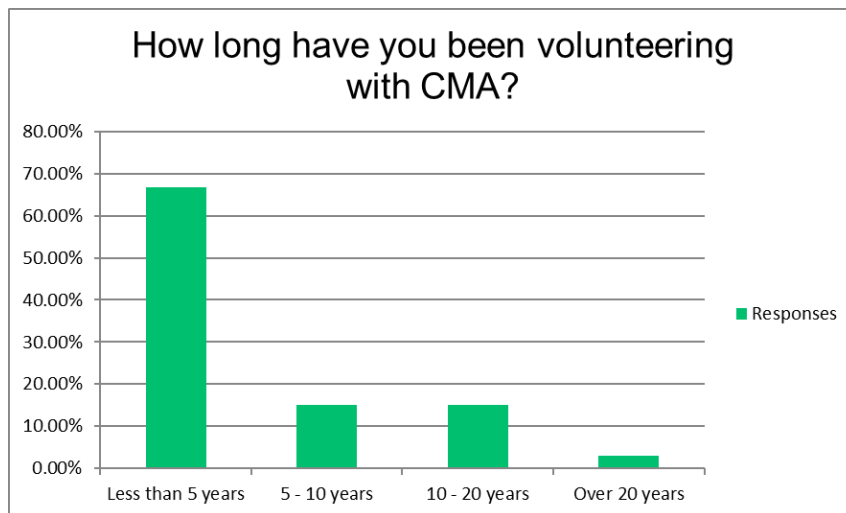
- Over 91% of guests responded said they were happy with the range of activities provided at the centres encompassing social, intellectual, physical, creative, health and wellbeing.
- 100% of guests responded that CMA provides value for money.
- 100% of guests responded that providing transport makes it easy for them to get to the centre.
- 100% of guests responded that the assistance provided from the supervisors and volunteers at the centres is excellent.
- 92% of guests responded that the food provided is sufficient, varied, appetizing and healthy.

Volunteer Survey Results

Volunteers were surveyed in May 2022.

Overview

- 86% of volunteers took the survey.
- 33% of volunteers have been volunteering for CMA for over 5 years. 18% for over 10 years.



- When asked what motivated them to volunteer for CMA 73% said they like to help people and feel useful, 27% said they wanted to give back to their local community.
- 100% of volunteers felt CMA was fulfilling its purpose which is to provide fun social, physical and mental activities for isolated senior people.
- 95% of volunteers feel their contribution as a volunteer is appreciated.
- 53% of volunteers said they would consider driving for CMA if there was a contribution to petrol costs.
- 30% volunteers said they would be willing to volunteer at another centre at short notice.
- 98% said they felt comfortable with the safety protocols that are followed at the centres especially with a view to hygiene/Covid 19.
- 88% said they will continue to volunteer at CMA over the next 12 months.
- We asked volunteers to tell us what they get on a personal level from volunteering at CMA: 48% said it gives them a sense of purpose, 21% said it gave them a sense of community, 21% said it brought fun to their life and made them a happier person and 10% said felt they were learning valuable skills.

We asked our volunteers what motivates them to volunteer at CMA. Here are a few of their responses.....

"I love being with older people and if I can do my bit to give them fun for the week, I am happy."

"The ability to give back and assist older marginalised members of our community."

"Had more time to give and I needed a sense of purpose. I will stay on because it is a very worthwhile organisation giving social interaction with others, fun and friendship for many elderly people who otherwise not see anybody outside their home."

"To use my skills, both social and practical, having been in the health system all my working life and now semi-retired. The 2 sessions I attend are run with empathy, laughter, and understanding and are a joy I look forward to each week. I am always made to feel so welcome both by staff and our wonderful guests."

"My mother passed away Jan 2020, and I miss her so much, so helping at CMA helps to fill the void. My Thursday mornings are the highlight of my week as we always have fun and a laugh. I love helping other people and CMA is a great way to do this."

"I had free time and wanted to help with making other people happy. Helping people makes me feel good about myself. I feel more valued by friends and family through volunteering."

"Like to help less able people in community in a caring environment, which led to centre volunteering. Now on GT and enjoy helping guide the organisation and provide governance."

"I have always experienced CMA as a family rather than just another community group. It therefore gives me the greatest pleasure to be able to continue with my support indefinitely or for as long as you feel in need of my particular skills. It is not work to me because working with Rachel and her team is actually a pleasure since they are always so well organised. In community work surely our greatest wealth is people is it not? Relationships flourish in an atmosphere of family, an extension of which we call the family of man. While we are struggling through difficult times the one thing that strengthens the ties that bind us is this sense of family. Long may it define CMA."

**We just want to
say **THANK YOU** to
all our generous
funders and
supporters**



Dawn's story

Dawn joined CMA over a year ago now attends 2 Centres. She lives in Whangaparaoa with her Grandson and his young family. We chatted to Dawn over a cup of tea!

How did you feel while CMA was closed due to Covid? I felt completely lost. I missed all my friends, the lovely volunteers, supervisors and of course all of the brilliant activities. I tried to keep busy at home but I missed the interaction with people at the same stage of life as me. **How did you enjoy the support you received from CMA during lockdown?** Really great! The supervisors contacted me every week. **What did you enjoy the most?** The Packed with Aroha care packages were amazing and so thoughtful. The jigsaws, books and puzzles kept me busy and the handwritten letters from the school kids was a lovely touch. The small coffee groups were fantastic, I got picked up and dropped home and I got to know some of the other guests on a more personal level. **What do you enjoy most about CMA?** Everything! The camaraderie, seeing friends, great food and all the activities. The Strength and Balance exercises are great too as they keep me active and strong. CMA is very special to me now and I come home each week with great memories and a smile on my face. Dawn continues to attend 2 centres each week at the incredible age of 92!!

John's story

I joined CMA in 2014 with my late wife. We both very much enjoyed the social interaction with other members of our community. After my wife passed away CMA became the highlight of my week. I loved to tell everyone of stories of my past as a watchmaker and my shop on Queen Street in Auckland. At 93 years of age lockdown was extremely tough for me without CMA to keep me stimulated and active. I feel I have my old spark back now that the meetings have resumed and my family are so very grateful for the fantastic service CMA provides to our precious and most vulnerable older people.

Mel's story

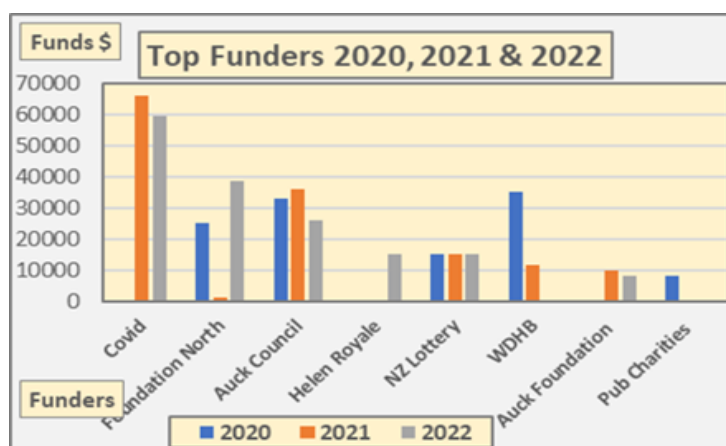
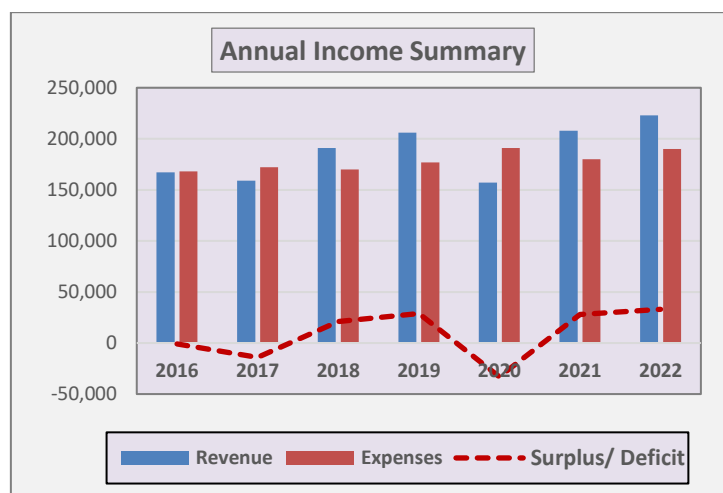
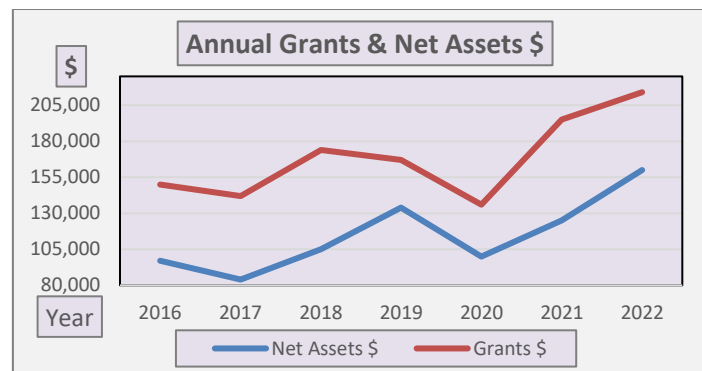
As a volunteer and driver with CMA for the last 8 years, the last 2 of these have been the hardest of all. Gone were the simple things like a cup of tea and a catch up with friends and families, a trip to the shops or takeaways on the weekend. The routine for many was tipped upside down! Many of our members live alone and Covid for them was extremely hard. There were no friendly chats and cuppas to fill their days. Even pre Covid, some that live with their families never left the house, except to come to CMA. So, to try and retain some sort of continuity for them CMA got creative. We organised phone trees, so that volunteers would each ring a few members at least once a week for a chat and check that they were managing okay. We delivered Koha bags (goodie bags) filled with lovely treats including sweets, books, puzzles and a few pantry staples all kindly donated. Our lovely supervisor wrote and posted a weekly newsletter (including a little treat) to each member to fill them in on what was going on.....both in her family and the family of CMA. As rules were relaxed we gradually got back to some sense of normality albeit with a number of measures in place to protect everyone. For most of the first term this year there has been no CMA, but our team at Albany and Red Beach has been lucky enough to catch up with some of our more abled members for coffee and cake each week at local cafes (with masks and loads of hand sanitiser!)Thanks to our lovely supervisor Kiri and GB Baking. Going forward, we hope to carry on where we left off and continue to create many more mornings filled with tea, cake and lots of laughs!!

Treasurers Report

John Brodie

For the period ended 31 March 2022 CMA had budgeted for an overall loss of \$28,544. Provisional accounts have been completed and a surplus of \$33,158 for the last 12 months has been declared.

CMA holds the amount of \$29,456 of unused grants for the next financial year of 2022-2023. Net assets have improved by \$35,176 over the 12 months. Total operating expenses were approximately \$10,000 higher than the previous year but we benefited from a Covid resurgence / wage subsidy payment of \$59,687 which was the principal reason for the increase in net asset and surplus



The above chart shows the grants received from our main funders. Overall grants have dropped by \$21,000 principally due to WDHB and other charities reallocating their grants. These were offset by the ongoing Covid support payments from Central Government and major contributions from some new and existing donors. Aged care is not as an attractive area to attract donors and grants. It is an ongoing struggle for all organisations such as ours in delivering community-based care to the elderly. The Government despite allocating tens of millions of dollars into the health budget not one single dollar was allocated in new funding for our elder community.

We continue to have consistent support from our existing funder base. This funding allowed CMA to continue to support members throughout another challenging year impacted by the ongoing effect of the Covid pandemic. The wage subsidy helped us to pay staff while centre were closed which in turn allowed us to adjust our service to provide care calls, support packages and information to members during lockdowns. The MSD covid grants helped us fund the care packages and additional resources as well as provide a much-needed upgrade of the Support office IT equipment to enable remote working.

Grant funding from the Waitemata DHB ceased completely. The board continues to look into other means to supplement our activities. As flagged in last year's report the Board are actively investigating the possibility of partnering or collaborating with other providers of community based aged care

Expenses were slightly higher than the previous year with a 7.5% increase in salaries and wages to \$143,373. Transport costs are our next major cost and with the impact of increased petrol costs will increase significantly in future.

The budget for the year of 2022-2023 has been approved by the current Governance Team and is attached for final acceptance by CMA members. Exploring new sources of funding and collaboration is still priority for the new financial year.

We would like to thank all our funders who have supported us in 2021-2022 and helping us in our efforts to improve the lives of older people. We also thank all our members and volunteers for your ongoing support of CMA.

Financial Results 2021-2022

Financial Report for Year ended 31 March 2022			
Income	2022		2021
	Actual	Budget	Actual
Alright Welfare Trust	2,500	2,500	2,500
Auckland Council	25,869	30,000	35,935
Auckland Foundation	8,000		10,000
Community Organisation Grants	2,500	2,500	2,500
Covid Support Payment	40,800		10,108
Covid Wage Subsidy	18,887		56,118
Foundation North	38,517	25,000	1,347
Four Winds Foundation	3,216	4,000	1,880
Gibbs Farm		10,000	
Helen Steward Royle	15,000	15,000	-
Laurie Parker Trust	1,967	2,500	1,157
Lion Foundation	-	9,000	9,000
Murphy Trust	15,000		5,000
NZ Community Trust	8,200		-
NZ Lottery Grants Board	15,000	15,000	15,000
Pub Charity	6,179	7,000	5,222
Waitemata DHB	-		11,498
Other Grants	12050	30,000	28285
S/Total	213,685	152,500	195,550
Other Income			
Donations	7,876	400	7,071
Subscriptions	957	2,300	2,318
Interest	951	1,000	3,306
Centre Donations		9,300	
Raffles		200	
S/Total	9,783	13,200	12,695
Total Income	223,468	165,700	208,245
Expenses	2,022		2,021
	Actual	Budget	Actual
Salaries	143,373	138,192	132,700
Staff & Volunteer Costs	2,805	4,105	3,429
S/Total	146,178	142,297	136,129
Operating Expenses	\$		\$
Advertisements	0	800	225
Computer Expenses	824	810	1,218
General expenses	0	500	10
Fun Day		4,500	
GTM Costs	499		0
Hall hire & games cost	292		118
Insurance	975	900	890
Kai For Community	0		5,000
Meeting Costs	308	200	87
Minor Equipment	73	500	0
Office Supply	429		206
Packed with Aroha	1,449		0
Photocopy Costs	226	1,800	1,027
Postage	187	1,800	300
Promotions	2,822	3,000	2,727
Rent for Centres	8,680	7,500	7,543
Rent for Head Office	1,360	1,400	1,360
Stationery	530		2,393
Subscriptions paid	218	150	201
Telephones & Internet	2,061	2,100	1,989
Total Mobility	132		103
Transport Expenses (guests)	17,956	22,500	15,421
S/Total	39,020	48,460	40,818
Other Expenses			
Audit Fees	3,000	3,000	3,000
Bank Charges	96	50	40
Depreciation	2,015	437	437
S/Total	5,111	3,487	3,477
Total Expenses	190,310	194,244	180,424
Surplus /(Deficit)	33,158	(28,544)	27,821

Funding Report

We have appreciated support from:

Funders	Received	Notes
AJ Scott	\$6,000.00	
Auckland City Council:		
- Hibiscus Bays Local Board	\$3,000.00	\$6840.95 c/f to new financial year
- Kaipatiki Local Board	\$1,000.00	
- Upper Harbour Local Board	\$4,000.00	
- Devonport-Takapuna Local Board	\$11,000.00	
Auckland Foundation	\$8,000.00	
Allright Welfare Trust	\$3,000.00	\$3000.00 c/f to new financial year
Blue Sky Community Trust	\$1,050.00	
Catholic Caring Foundation	\$5,000.00	
Community Organizations' Grants Scheme (COGS)	\$25,00.00	
Four Winds	\$4,420.00	\$4420.00 c/f to new financial year
Foundation North	\$25,000.00	\$10135.80 c/f to new financial year
Helen Stewart Royle Trust	\$15,000.00	
Laurie Parker	\$800.00	\$458.75 c/f to new financial year
Lister Presbyterian Trust	\$600.00	\$600.00 c/f to new financial year
Lottery Grants Board	\$15,000.00	
Murphy Trust	\$15,000.00	
NZ Community Trust	\$12,200.00	\$4000.00 c/f to new financial year
Covid-19 Wage Subsidy	\$18,886.00	
Covid resurgence and support	\$38,700.00	
Total	\$190,156.00	

Grants carried forward from 2021/2022 financial year
Auckland City Council \$13710
Allright Welfare Trust \$2500
Foundation North \$18554
Four Winds \$3216
Laurie Parker 1626
Pub Charity \$6594

Budget 2022-2023

NS CMA	Budget
	2022-2023
INCOME	
COGS	\$2,500.00
Lottery	\$20,000.00
Auckland Council	\$25,000.00
Pub Charity	\$10,000.00
Laurie Parker Trust	\$800.00
Foundation North	\$25,000.00
Lion Foundation	\$9,000.00
Royle Charitable Trust	\$15,000.00
Four Winds Foundation	\$6,000.00
All Right Community Trust	\$2,500.00
Gibbs Farm	\$10,000.00
MSD COVID grant / resurgence	\$0.00
Other Grants	\$40,000.00
Subtotal	\$165,800.00
Donations	\$1,000.00
Interest	\$1,000.00
Subs/Levies	\$2,300.00
Centre Donations	\$9,300.00
Raffles	\$500.00
Sundry	\$0.00
MSD Wage Subsidy	\$0.00
Total Mobility donation	\$1,000.00
Subtotal	\$15,100.00
TOTAL	\$180,900.00
EXPENSES	
ACC	\$380.00
Acc/Audit	\$3,000.00
Advertising	\$800.00
Bank charges	\$65.00
Cleaning	\$0.00
Computer expenses	\$850.00
Depreciation	\$437.00
Fun Day / special event	\$4,500.00
Insurance	\$1,000.00
Maintenance	\$0.00
Meeting costs	\$300.00
Printing/Copying	\$1,800.00
Postage/Stationery	\$1,800.00
Promotion	\$3,000.00
Rent: Office	\$1,400.00
Rent: Centres	\$7,500.00
Resources/Equipment	\$500.00
Staff / Vol PD	\$1,000.00
Subscriptions	\$300.00
Telephone/Internet	\$2,100.00
Transport: Centres	\$25,000.00
Travel: staff	\$1,125.00
Travel:GT Meetings	\$100.00
Volunteer Recognition	\$1,000.00
General	\$500.00
Gifts staff / volunteers	\$500.00
Subtotal	\$58,957.00
Wages: Supervisors	\$83,000.00
Wages: Support Office	\$62,535.00
Kiwisaver contribution	\$2,000.00
Subtotal	\$147,535.00
TOTAL	\$206,492.00
PROFIT / LOSS	-\$25,592.00

North Shore Centres of Mutual Aid Inc

Performance Report

For the year ended
31 March 2022

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North Shore Centres of Mutual Aid Inc

Entity Information

"Who are we?", "Why do we exist?"

For the year ended
31 March 2022

Legal Name of Entity: *	North Shore Centres of Mutual Aid Inc
Other Name of Entity (if any):	CMA - Companionship and Morning Activities for Seniors
Type of Entity and Legal Basis (if any): *	Registered Charity and Incorporated Society
Registration Number:	CC22808
Entity's Purpose or Mission: *	
<p>North Shore CMA's mission statement is "To provide companionship and activities to seniors who are isolated in the community".</p> <p>North Shore CMA's ideal community will have the following characteristics:</p> <ul style="list-style-type: none"> • Older persons have value and are a resource • There is adequate support and services to older persons • Opportunities are created for contribution of experience and wisdom <p>Our Philosophy is North Shore CMA will support its members in the following manner:</p> <ul style="list-style-type: none"> • Provide mental and physical assistance • Empower and give confidence • Help retain independence • Create confidence to "ask for help" • Stimulate guests mentally and physically • Provide companionship and friendship • Be a resource of information on support services • Assist guests to remain healthy, independent and connected with a specific aim to maintain strength and balance to prevent falls • Ensure that the activities and decisions of the association reflect the Treaty of Waitangi and that Maori are recognised in the operational objective of attracting guests other than European ethnicity 	
Entity Structure: *	
<p><u>Membership:</u></p> <p>North Shore CMA is an independent organisation free from any direct outside authority. Membership is open to all over 65's (or under with age related needs) in line with CMA's criteria.</p> <p><u>Governance:</u></p> <p>A Board of representatives (governance team), elected annually at the Annual General Meeting by and from Members as per our constitution, is responsible for overseeing the governance of North Shore CMA. At present our board consists of 10 members including the office bearers - chairperson, secretary and treasurer.</p> <p><u>Operations:</u></p> <p>A Manager is employed by the Board to implement policy decisions made by them and provide operational management. Staff are employed and volunteers recruited to implement services and activities as per strategic and annual plans and within resource constraints. At present staff include a Manager, Support officer and five supervisors supported by a team of approx 50 volunteers.</p>	
Main Sources of the Entity's Cash and Resources: *	
<p>North Shore CMA receives income from a mixture of Government contracts, donations, including bequests, and grants.</p>	
Main Methods Used by the Entity to Raise Funds: *	
<p>North Shore CMA sources its main funding through funding applications to various organisations. Funding from the WDHCB ceased in December 2020. The board is currently looking into other methods to support ongoing funding through commercial sponsors as well as investigating other government funding. A working group was established after the AGM 2021 to identify and target specific funding options and provide financial stability.</p>	

Entity's Reliance on Volunteers and Donated Goods or Services: *

Volunteers and donated goods and services are essential to the running of North Shore CMAs operational activities in the centres. Without our volunteers we could not run our services. Each centre operates with one paid supervisor and a team of volunteers who are responsible for transport to and from the centre, preparing and delivering the program including strength and balance exercises and preparing meals.

Additional Information:*Background Information

North Shore Centres of Mutual Aid (CMA) was first introduced to the North Shore in 1966, but it all began in Auckland in early 1959 when a group of people formed the Civilian Maimed Association. They wanted day centres where active able-bodied people could join along with the less active with medical problems. The first centre in 1961 was in Ponsonby but by 1966 there were centres in Parnell, Mt Eden, Avondale and Takapuna. Expansion over the bridge saw five more Centres opened by 1969 and the North Shore becoming a branch, responsible for its own organization and funds in 1971. CMA now stands for "Companionship and Morning Activities for Seniors" the new name suiting changing times.

Current Information

North Shore CMA Inc. is a multi-cultural, non-sectarian, non-profit, charitable organisation that offers fun social contact and companionship, exercises based on the Arthritis NZ Fall Prevention Exercise Programme, crafts, games to stimulate the mind and other activities including outings. Morning tea and lunch are served at our eight centres of which 6 are located on the North Shore and 2 on the Hibiscus Coast. Centre supervisors are paid staff working with wonderful committed volunteers, without whom we would not be in a position to provide this much needed service to the community.

We hold an annual Fun Day at which members from all our centres come together and eagerly participate in a day with games and entertainment. Morning tea and lunch is catered.

The programme at centres is based on the PIES programme and includes activities as follows:

Physical Intellectual Social Emotional, Games, Exercises, Dancing, Bowls, Darts, Walks, Coffee – malls, Outings eg minigolf Quizzes, Board games, Ice breakers, Topical issues, Bingo, Word finds, Memory games, Outings, Making friends, Meeting people, Fun Day, Entertainers, Concerts Creative, Memories, Laughter, Jokes, Stories, Let off steam, Listening ear.

Our VisionPrimary Vision

The long term primary vision for the next 3 – 5 years can be summarized by one sentence: "To reach more people within the exponentially growing group of isolated older people, welcome them in a warm, caring and passionate environment and improve their quality of life by providing them companionship and a range of various activities that contribute to improvement of their mental and physical health".

Secondary Vision

Although the primary focus of the organization is on the guests and how we can improve their quality of life, it is also important to recognize that CMA is an organization of people for people. Our staff and volunteers are our most valuable assets and the primary vision can only be realized if CMA is an inspiring organization where staff, volunteers and guests feel recognized, appreciated and are cared for. The secondary vision is for CMA to be such an organization.

Management

CMA has a Governance Team. The officers on our Governance Team are appointed by election at the AGM and meet once a month (except January; and June when our AGM is held). Minutes of each meeting are taken and kept.

Legal Structure

CMA is an Incorporated Society and registered with the Charities Commission (No. CC22808).

We are registered for GST and our number is 38-971-158

Quality Service

The following policies have been developed to ensure a quality service:

Employment – Equal Employment Opportunities; Governance Team/Staff Relationships; Professional Development; Recruitment; Remuneration; Staff Leave; Staff Performance Management; Staff Performance Review; Time in Lieu; Volunteer Management

Financial – Financial Management; Financial Transparency; Volunteer Drivers

Health and Safety – Safety in the Workplace; Risk Management Strategy for Volunteers; Smoke Free

Provision of Services – Centre Management; Complaints; Confidentiality; Quality Service and Standards; Vehicles and Transport

Governance Team – Conflict of Interest; Governance Team Terms of Reference; Supervisor Representation on Governance Team


Measurement of Service

We conduct annual surveys of guests and volunteers. Individual guests are also “interviewed” to find out what CMA means to them and the outcomes it has on their lives. Every member is provided with the Code of Health and Disability Services Consumers’ Rights and made fully aware of our complaints policy and process.

Some of the organisations we network with:

- Age Concern
- Waitemata District Health Board
- Communicare CMA
- ANCAD

Contact details

Physical Address:	Mary Thomas Centre, 3 Gibbons Rd, Takapuna, Auckland
Postal Address:	PO Box 33 852 Takapuna
Phone/Fax:	09 489 8954
Email/Website:	www.cmans.org.nz / info@cmans.org.nz
	www.facebook.com/North-Shore-CMA-822341044484386

North Shore Centres of Mutual Aid Inc

Statement of Service Performance

"What did we do?", When did we do it?"

For the year ended
31 March 2021

Description of the Entity's Outcomes*:

North Shore CMA's focus is on social participation and maintenance of strength, balance and mobility through activities relevant to their support needs and abilities, with a focus on building resilience and falls prevention. Our emphasis is to enable members to remain as independent as possible. We have a philosophy and care delivery system that promotes and maintains our member's independence to support their ability to remain living in their home.

	Actual*		Actual*
Description and Quantification (to the extent practicable) of the Entity's Outputs:*	This Year		Last Year
Total attendances	1841		2434
*centres closed due to COVID-19 missing 112sessions			
Total sessions held	153		188
New members	15		35
Total individual members	107	.	145
Overall operating capacity	67%		78%
Vacancies	72		35
Waiting list at coast centres	0		7
Total Volunteer attendances	751		956
Total volunteers trained	21		20
COVID 19 Response:			
Total Care calls made during level 3 and 4 lockdown	1127		589
Total Care packages distributed during level 3 and 4 lockdown	685		331

Additional Output Measures:

Unfortunately due to the restrictions of Covid-19 and centre closures the planned survey of 2022 did not go ahead. We plan to do this in 2023 when all centres are open. The past two years have been challenging but CMA pivoted its service to offer as much contact as possible for isolated members during the Covid-19 lockdowns and the subsequent Omicron outbreak.

CMA provided care packages, zoom calls and exercise plans, telephone welfare phonecalls and one on one face to face visits when restrictions allowed. We were forced to close normal operations for almost 50% of the year which reflects in our attendances and new members admitted to the service.

Guests are usually surveyed every 2 years with the latest survey June 2020. Over 80% of guests responded to the survey with all service scores averaging at 9 out of 10 - 10 being the highest score. A volunteer survey was conducted in 2020 with 44 out of a possible 52 volunteers which represents 85% of North Shore CMA volunteers.

- 100% of volunteers feel that CMA is fulfilling its purpose, which is to provide fun social, physical and mental activities at local Centres for isolated senior people.
- 70% of respondents have been volunteering with CMA for 5 years or less, 20% have been volunteering for between 5 and 10 years and 10% have been volunteering for between 10 and 20.
- 100% of respondents intend to continue volunteering with CMA over the next 12 months.
- 100% of volunteers felt their contribution as a volunteer for CMA was appreciated.

Volunteers have previously expressed interest in receiving targeted training in the care of older persons particularly those with cognitive impairment. Training has since been provided in Dementia Care, Enabling Care and First Aid targeted for Seniors.

Key Findings - Guest Survey 2020:

- Over 91% of guests responded said they were happy with the range of activities provided at the centres encompassing social, intellectual, physical, creative, health and wellbeing.
- 100% of guests responded that CMA provides value for money.
- 100% of guests responded that providing transport makes it easy for them to get to the centre.
- 100% of guests responded that the assistance provided from the supervisors and volunteers at the centres is excellent.
- 90% of guests responded that the food provided is appetising and healthy and that they find the centre comfortable
- 100% of volunteers feel that CMA is fulfilling its purpose.
- 100% of respondents intend to continue volunteering with CMA over the next 12 months from 93% in 2016

Additional Information:

DEMOGRAPHICS:

- 58% of guests attending CMA are over the age of 80 with 13% being over the age of 90.
- 87% of guests attending are female and 23% are male.

SOCIAL ISOLATION:

- 53% surveyed live alone. 47% who do not live alone are usually by themselves for 6-12 hours Monday to Friday.
- 59% of guests surveyed would leave the house less than 2 times a week other than to attend CMA. 9% only leave their houses to attend CMA. 30% leave 3-4 times and 11% leave more than 5 times a week.
- 77% of guests live in their own or family owned home. 33% live in retirement villages or social housing.

IMPORTANCE OF CMA:

- Guests where asked how they would feel if they couldn't attend CMA. 100% answered they would feel very sad.
- 87% of guests felt that CMA provided activities that provide for social, intellectual, physical and creative stimulus.
- 81% of guests felt they benefitted positively from the Strength and Balance exercises provided by CMA.
- When asked about what they enjoy most about CMA , ' everything, company and support, seeing friends, great food, chatting and laughing with others, games and quizzes, warmth of the staff and companionship' where the common themes.
- Common responses from guests when asked about the impact of CMA on their lives:
"I like coming to CMA very much. A lot of thought goes into the program"
"CMA is very well run and both supervisors and volunteers do an excellent job."
"I love my morning at CMA. I am a widow living alone I find the company very stimulating."
"I am very pleased to attend CMA every week and would miss it terribly if I could not attend"
"More people should know about CMA. They would benefit from coming here"

North Shore Centres of Mutual Aid Inc

Statement of Financial Performance

"How was it funded?" and "What did it cost?"

For the year ended

31 March 2022

	Note		Actual*	Actual*
			This Year	Last Year
			\$	\$
Revenue				
Grants	1	✓	213,685	195,550
Donations, bequests and other similar revenue*	1	✓	7,876	7,071
Fees, subscriptions and other revenue from members*	1	✓	957	2,318
Interest, dividends and other investment revenue*	1	✓	951	3,306
Total Revenue*			223,468	208,245
Expenses				
Volunteer and employee related costs*	2	✓	146,178	136,129
Costs related to providing goods or services*	2	✓	39,020	40,818
Other expenses	2	✓	5,111	3,477
Total Expenses*			190,310	180,424
Surplus/(Deficit) for the Year*			33,158	27,821

**As at
31 March 2022**

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North Shore Centres of Mutual Aid Inc

Statement of Cash Flows

"How the entity has received and used cash"

For the year ended
31 March 2022

	Actual*	Actual*
	This Year	Last Year
	\$	\$
Cash Flows from Operating Activities*		
Cash was received from:		
Donations, fundraising and other similar receipts*	191,424	202,829
Fees, subscriptions and other receipts from members*	957	9,389
Receipts from providing goods or services*	7,876	12,935
Interest, dividends and other investment receipts*	951	3,306
Net GST	2,253	(821)
Cash was applied to:		
Payments to suppliers and employees*	185,428	182,306
Donations or grants paid*	890	720
Net Cash Flows from Operating Activities*	17,143	44,612
Cash flows from Investing and Financing Activities*		
Cash was applied to:		
Payments to acquire property, plant and equipment*	-	3,868
Payments to purchase investments*	(34,730)	34,730
Net Cash Flows from Investing and Financing Activities*	34,730	(38,598)
Net Increase / (Decrease) in Cash*	51,873	6,014
Opening Cash*	149,300	143,286
Closing Cash*	201,173	149,300
This is represented by:		
Bank Accounts and Cash*	201,173	149,300

North Shore Centres of Mutual Aid Inc

Statement of Accounting Policies

"How did we do our accounting?"

For the year ended
31 March 2022

Basis of Preparation*

North Shore Centres of Mutual Aid Inc has elected to apply PBE SFR-A (NFP) Public Benefit Entity Simple Format Reporting - Accrual (Not-For-Profit) on the basis that it does not have public accountability and has total annual expenses of equal to or less than \$2,000,000. All transactions in the Performance Report are reported using the accrual basis of accounting. The Performance Report is prepared under the assumption that the entity will continue to operate in the foreseeable future.

Goods and Services Tax (GST)*

All amounts are recorded exclusive of GST, except for Debtors and Creditors which are stated inclusive of GST.

Income Tax

North Shore Centres of Mutual Aid Inc is wholly exempt from New Zealand income tax having fully complied with all statutory conditions for these exemptions.

Bank Accounts and Cash

Bank accounts and cash in the Statement of Cash Flows comprise cash balances and bank balances (including short term deposits) with original maturities of 90 days or less.

Fixed Assets

Fixed Assets are valued at cost less accumulated depreciation and any impairment losses. Any donated assets are recorded at their fair value at the date of acquisition.

Depreciation

Depreciation has been calculated to allocate the cost or valuation of assets over their estimated useful lives, at the following rates:

Office Equipment: 30% - 48%

Changes in Accounting Policies*

There have been no changes in accounting policies during the financial year (last year - nil)

North Shore Centres of Mutual Aid Inc

Notes to the Performance Report

For the year ended
31 March 2022

Note 1 : Analysis of Revenue

Revenue Item	Analysis	This Year \$	Last Year \$
Grants received	Auckland Council	25,869	35,935
	AJ Scott	6,000	-
	Alright Welfare Trust	2,500	2,500
	ANZ Staff Foundation	-	10,000
	Auckland Foundation	8,000	10,000
	Blue Sky Community Trust	1,050	1,000
	Catholic Caring Foundation	5,000	-
	Community Organisation Grants Scheme (COGS)	2,500	2,500
	Constellation Communities Trust	-	348
	Davies Carr Trust	-	3,837
	Foundation North	38,517	1,347
	Four Winds Foundation	3,216	1,880
	Helen Steward Royle	15,000	-
	Laurie Parker Trust	1,967	1,157
	Lion Foundation	-	9,000
	Lister Presbyterian Trust	-	600
	NZ Community Trust	8,200	-
	NZ Lottery Grants Board	15,000	15,000
	Pub Charity	6,179	5,222
	St. George's Trust	-	2,000
	Mike Pero Trust	-	500
	Murphy Trust	15,000	5,000
	St. Joan's Trust	-	5,000
	Auckland Council Kai For Communities	-	5,000
	MSD Covid Grant	-	10,108
	Covid Wage Subsidy	18,887	56,118
	Waitemata DHB	-	11,498
	Covid Support Payment	40,800	-
	Total	213,685	195,550
Revenue Item	Analysis	This Year \$	Last Year \$
Donations and other similar revenue	Centre Donation	5,217	6,704
	Sundry Income	753	367
	Total Mobility	1,166	-
	Packed with Aroha donation	740	-
	Total	7,876	7,071
Revenue Item	Analysis	This Year \$	Last Year \$
Fees, subscriptions and other revenue from members	Subscriptions	957	2,318
	Total	957	2,318
Revenue Item	Analysis	This Year \$	Last Year \$
Interest, dividends and other investment revenue	Interest	951	3,306
	Total	951	3,306

North Shore Centres of Mutual Aid Inc

Notes to the Performance Report

For the year ended
31 March 2022

Note 2 : Analysis of Expenses

Expense Item	Analysis	This Year \$	Last Year \$
Volunteer and employee related costs	Salaries	143,373	132,700
	Staff Award	369	648
	Staff Training	257	870
	Travel Costs Staff/GT	925	827
	Volunteer Recognition	890	720
	ACC	365	364
	Total	146,178	136,129

Expense Item	Analysis	This Year \$	Last Year \$
Costs related to providing goods or services	Advertisements	-	225
	Computer Expenses	824	1,218
	Hall hire & games cost	292	118
	General expenses	-	10
	Insurance	975	890
	Meeting Costs	308	87
	Minor Equipment	73	-
	Office Supply	429	206
	Rent for Head Office	1,360	1,360
	Rent for Centres	8,680	7,543
	Photocopy Costs	226	1,027
	Postage	187	300
	Promotions	2,822	2,727
	Stationery	530	2,393
	Subscriptions paid	218	201
	Telephones & Internet	2,061	1,989
	Transport Expenses (guests)	17,956	15,421
	Total Mobility	132	103
	Kai For Community	-	5,000
	Packed with Aroha	1,449	-
	GTM Costs	499	-
	Total	39,020	40,818

Expense Item	Analysis	This Year \$	Last Year \$
Other expenses	Audit Fees	3,000	3,000
	Bank Charges	96	40
	Depreciation	2,015	437
	Total	5,111	3,477

North Shore Centres of Mutual Aid Inc

Notes to the Performance Report

For the year ended
31 March 2022

Note 3 : Analysis of Assets and Liabilities

Asset Item	Analysis	This Year \$	Last Year \$
Bank accounts and cash	ASB Cheque account	32,518	11,379
	ASB No 1 account	17,649	17,590
	ASB Accelerator	50,581	55,549
	ASB Short-Term Deposits	100,424	64,782
	ASB Long-Term Deposits	-	34,730
	Total	201,173	184,030
Asset Item	Analysis	This Year \$	Last Year \$
Debtors and prepayments	Prepaid Expenses	416	-
	Total	416	-
Liability Item	Analysis	This Year \$	Last Year \$
Creditors and accrued expenses	Accounts Payable	1,212	2,488
	Accrued Expenses	8,300	5,300
	Total	9,512	7,788
Liability Item	Analysis	This Year \$	Last Year \$
Employee costs payable	Kiwisaver Employer due	448	445
	PAYE/Employee contributions owing	1,902	1,656
	Total	2,350	2,101
Liability Item	Analysis	This Year \$	Last Year \$
Unused donations and grants with conditions	Auckland Council	6,841	13,710
	Alright Welfare Trust	3,000	2,500
	Four Winds Foundation	4,420	3,216
	Laurie Parker Trust	459	1,626
	Foundation North	10,136	23,653
	Lister Presbyterian Trust	600	-
	Pub Charity	-	6,595
	NZ Community Trust	4,000	-
	Total	29,456	51,300
Liability Item	Analysis	This Year \$	Last Year \$
Other current liabilities/assets	GST collected	46,564	43,613
	GST paid	(38,807)	(33,141)
	GST yo/From IRD	(7,214)	(12,181)
	Total	543	(1,710)

North Shore Centres of Mutual Aid Inc

Notes to the Performance Report

For the year ended
31 March 2022

Note 5: Accumulated Funds				
This Year				
	Capital Contributed by Owners or Members*	Accumulated Surpluses or Deficits*	Reserves*	Total*
Description*				
Opening Balance	-	128,614	-	128,614
Surplus/(Deficit)*		33,158		33,158
Closing Balance	-	161,772	-	161,772
Last Year				
	Capital Contributed by Owners or Members*	Accumulated Surpluses or Deficits*	Reserves*	Total*
Description*				
Opening Balance	-	100,790	-	100,790
Surplus/(Deficit)*		27,821		27,821
Closing Balance	-	128,611	-	128,611
Note 6: Commitments and Contingencies				
Commitments				
There are no commitments as at the balance date (Last Year - nil)				
Contingent Liabilities and Guarantees				
There are no contingent liabilities or guarantees as at balance date (Last Year - nil)				
Note 7: Related Party Transactions*				
Related Party Disclosures:				
There were no transactions involving related parties during the financial year. (Last Year - Nil)				
Note 8: Events After the Balance Date*				
Events After the Balance Date:				
There were no events that have occurred after the balance date that would have a material impact on the Performance Report. (Last Year Nil)				

BROWNE'S

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www.brownes.co.nz

22 June 2022
The Governance Team
North Shore Centres of Mutual Aid Incorporated
Mary Thomas Centre,
3 Gibbons Rd, Takapuna
Auckland

Dear Governing Body,

North Shore Centres of Mutual Aid Incorporated - Audit Management Letter

We have completed the audit of your Performance Report for the year ended 31 March 2022.

The primary aim of our audit is to form an opinion as to whether your Performance Report fairly reflects the results of your organisation's activities for the reporting period and its financial position at balance date. The audit report expresses this opinion.

In forming our audit opinion we conduct detailed tests of selected transactions and review the key controls in place to ensure the effective operation of your accounting systems and internal controls. As a service to ensure you receive maximum benefit from our audit we note our evaluation of your systems and highlight areas of possible weakness or where we believe improvements can be made. Our motive is to offer objective and constructive advice so that the accounting function and related control issues can be improved in the future.

Required Communications

As required by the Auditing Standards we affirm that:

- We have had no disagreements with management during our audit nor have we had any serious difficulties in dealing with management.
- We have not identified any instances of fraud involving senior management or any other frauds that have caused a material misstatement in the Performance Report.
- We have not noted any significant risks or exposures that are required to be separately disclosed in the Performance Report.

We reaffirm we are independent of your organisation, and that we have no relationship with your organisation that impairs our independence.

Audit Adjustments

Please find attached a list of adjusted and unadjusted errors found during the course of our work. Management believes that the unadjusted errors are immaterial individually and in aggregate and we concur with this.

Conclusion

The report is prepared solely for the use of the Board of representatives and senior management of North Shore Centres of Mutual Aid Incorporated. It may not be provided to third parties without our prior written permission.

Thanks to yourselves and to staff who assisted us in the completion of our audit work. Please contact us with your proposed responses to our recommendations and if you have any questions on any issues raised.

Yours faithfully,



Scott Browne

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CHARTERED ACCOUNTANTS