

GLENFIELD
Community Centre

Ko te Hapori tō mātou Pokapū
Community is at our Centre

2018 ~ 2019
ANNUAL REPORT

FIVE WAYS TO WELLBEING

INTRODUCE THESE FIVE SIMPLE STRATEGIES INTO YOUR LIFE & YOU WILL FEEL THE BENEFITS

BE ACTIVE

DO WHAT YOU CAN,
ENJOY WHAT YOU DO,
MOVE YOUR MOOD

TAKE NOTICE

REMEMBER THE SIMPLE THINGS
THAT GIVE YOU JOY

 Mental Health Foundation
Mauri Te Ora, Mauri Te Ora
www.mentalhealth.org.nz

CONNECT

TALK & LISTEN,
BE THERE, FEEL CONNECTED

Give

YOUR TIME, YOUR WORDS, YOUR PRESENCE

KEEP LEARNING

EMBRACE NEW EXPERIENCES,
SEE OPPORTUNITIES, SURPRISE YOURSELF

We apply the five ways to wellbeing (ētahi ara e rima ki te ngākau ora) to all the work we do: connecting with our Community through activities and events, promoting active transport alternatives when visiting our Centre, giving of our time and resources, taking notice of Community needs and wants and learning from our stakeholders and user groups.

OUR VISION

Ko te Hapori tō mātou Pokapū
Community is at our Centre

OUR MISSION

Support and enhance community by making space to bring individuals and groups together to provide services and resources that meet community needs.

OUR VALUES

Support Our Community

Provide Services that Respond to Need

Build Connections with People and Organisations
With Similar Values

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Chair's Report



Sarah Nilson
Chair 2019/2020

As 2019 draws to a close, it is with great pleasure we recognise the positive progress of our Centre over the last year. This year, amongst many achievements, we have implemented a living wage for our staff members, our Early Learning Centre has had the Education Review Office visit with positive feedback, and our weather tightening issues are moving forwards with the legal class action we have opted into.

All this positive progress could not have happened without the members of the public, our partnerships, Staff, Governance, and support from the Methodist Church and the Kaipātiki Local Board/Auckland Council. I would like to acknowledge this team of superstars.

Our public is the most valuable as it is them we are here to serve. Thank you for your ongoing presence at the Centre. We value your feedback and endeavour to make this a space that continually serves your needs.

I acknowledge our partnerships with external service providers who share our values. These include our tenants: Literacy Aotearoa, Plunket NZ, Beneficiaries Advocacy Information Service and Sweet Charity. Thank you for providing a space which benefits our community.

I wish to thank our public-facing pillars; our staff. This year Leilani Waru (Office Administrator) and Hayley French (GELC Teacher) unfortunately had to leave us, but we welcomed our new staff members; Cleressa Van Niekerk as Office Administrator and Nicholas Batley as Head Teacher in the GELC. Thank you to our long-standing staff members: Centre Manager, Nigel Green, Office Administrator, Sandie Gorst and Accounts Clerk, Carol Young. Special thanks also goes to our GELC teachers: Paula Tra, Joanne Cass, Almira Martinez, Verneese Ioane and our fantastic Relievers for their brilliant efforts. I'd also like to mention the children, parents and caregivers who help to make the GELC a happy place to be.

This year, we saw the departure of Jan Tasker, Raj Singh, Chris Wargent and Kim Bulluss from our Governing body. I would like to extend a sincere thank you for their outstanding contributions, ideas and time in the Centre that ensured that it ran so smoothly. I would like to acknowledge our Executive team: Deputy Chair/Secretary, Frankie Godfrey-Robson and Treasurer, Craig Pettit and our Governance team: Michael Chin, Brian Ellis and Gary Thornton. Thank you for your ongoing support over 2019, I look forward to working together in 2020.

We thank the Kaipātiki Local Board and Auckland Council for their ongoing assistance by way of our annual operating grant. It was with pleasure that we visited the Council to update them on our progress in July this year. We welcome the new Board, thank Ann Hartley for her representation this term, and look forward to welcoming the representative chosen for our Governance for the next term.

If you think you'd like to be a part of this team of superstars, we extend an invitation for you to join us and to help us with our vision to serving the community with purpose.

Mā whero, mā pango ka oti ai te mahi. Tē tōia, tē haumatia.
We all work together with a plan of attack to get the mahi done.
Ngā mihi atu ki a koutou katoa.

Centre Manager's Report

This has been a very busy twelve months and one where some of the challenges facing Community Centres have become more apparent. While a large number of legacy issues have been resolved and we are on the cusp of being able to look forwards rather than backwards, the reality of being an organisation that leans heavily on funding through the Local Board, Ministry of Education and regular hirers to function above the line was plainly evident with the Centre posting a deficit this year.

Being a Social Profit we aren't really in it for the money, but it puts pressure back on the organisation and its staff, who already struggle with capacity issues, while trying to deliver quality service to our community. This tends to detract from all the great work done here to support Community, but I will focus on some of the positives from the annum, and Governance and I will work through the financial complexities another day rather than linger on them here, as in reality little has changed and the Centre remains a going concern.

Congratulations to our Glenfield Early Learning Centre team for coming through their Education Review Office audit with flying colours. The GELC is virtually unrecognisable since their last visit in 2015 and that is reflected in the report. The children and their families are very lucky to have you, and are quick to express it.

The team leading the legal class action around the building's weather-tightening issue continue to make positive noises and with a hearing date at the High Court set for August 2020, one way or another something is going to happen. Regardless of that outcome, we will spend next year developing a plan that supports our stakeholders, including our tenants, user groups, Early Learning Centre and Staff and that addresses the various probabilities.

We are slowly bedding-down various regular community events and projects. This year's hunt for "Fairy Doors" was a big hit as will undoubtedly next year's "Dino Hunt", the Community Garden project got a new lease of life, and we have a great set of volunteers who support the Repair Cafés we now run twice a year.

We can finally see the light at the end of the policy tunnel and a lot of legacy issues have been permanently addressed, although working in an almost 30-year old building will always have its challenges, especially since we continue to have to fund our own repairs and renewals.

My thanks to the Auckland Council staff: Marilyn Kelly, Jo Heaven, Zella Morrison, Challen Wilson, the Kaipātiki Local Board staff and members, the Kaipātiki Community Facilities Trust's Jill and Sonia Nerhenny, and Michelle Whiu, Hearts and Mind's Carol Ryan and Staff, and the Kaipātiki Project's Janet Cole and her Staff for all their support. Thanks to our sponsors: Pest Free Kaipātiki, the Four Winds Trust, Glenfield Library, NZ Post, the Kaipātiki Local Board and Auckland Council. Thanks to the Auckland North Community House/Hub/Centre/Hall/Place Managers for continuing to share (and sometimes overshare).

Sadly, we farewell some staff (Hayley French and Leilani Waru) due to health issues, and we wish them well but welcome their replacements, Nick Batley and Cleressa van Niekirk who are proving to be wonderful additions to the team.

Finally, my personal thanks to my Staff and Volunteers for their continuing hard work and dedication: Sandie, Carol, and Cleressa strive to provide excellent service to the vast range of persons that walk through the Centre's doors and do so with good humour regardless of how left-field some of the requests they get can be. Our Early Learning Centre Teaching Team led by the wonderful Paula, Nick, Verneese, Joanne, and Almira, and all the fantastic group of Casual Relievers who together deliver a quality service to all our wonderful families. Wishing you all the very best and looking forward to the challenges of the year ahead.



Nigel Green
Centre Manager

A handwritten signature in black ink, appearing to read 'Nigel Green', written over a white rectangular background.

Early Learning Centre Manager's Report



Paula Tra
Early Learning Centre
Manager

Once again this has been a fun, rewarding and super-busy year for the team at Glenfield Early Learning Centre (GELC). We started the year with our long-awaited, and very welcome, permanent addition to the team; our new Head Teacher Nicolas Batley. Nick adds diversity to our team by the virtue of being male, and has fitted in really well with our tamariki, our whanau, our kaiako and our wider GELC community.

We have also added two quality relievers to our team (Arnish Khan and Lucy Xie), and our GELC whanau has grown even further with the birth of Nick's baby son Lucas on the 3rd of July this year.


As well as new team members, we missed Verneese Ioane, 'Vee', in the first half of the year as she spent some time in her homeland Samoa, and then another seven weeks on practicum as part of her studies to upgrade her teaching degree to a Graduate Diploma of Teaching, Early Childhood Education (ECE).

Our unqualified GELC team members all give so much energy and expertise to their work at GELC, that it was great to recognise this by increasing their pay from the minimum wage to the living wage this year. This is still not even close to what they, and the work they do, are worth, but it does show them that the Centre is choosing to invest in them, and feedback from them has been very positive.

We have three Education Support Workers who work regularly with children with extra learning needs at GELC, and we had visits from specialists including Occupational Therapists, Speech Language Therapists and Early Intervention Teachers. They are all employed by Ministry of Education or Ministry of Health and work well with our GELC teaching team.

Another big positive for our centre this year has been the comments and recognition of our good work from the Education Review Office. They came, they audited, and they deemed GELC to be "*Well-placed to promote positive learning outcomes for children*". We were given support in the area that we knew we could do better in, and were validated for our welcoming, caring, respectful and responsive relationships with our tamariki and their whanau.

Not so positive was the 'underwhelming' budget increase to Early Learning Centres this year from the Government. This, combined with so much competition for childcare in our local community and a winter with many sicknesses has had a significant impact on our finances. Over the winter terms we had new families starting and then dropping out when their children got sick with winter bugs. With the change in weather, our enrolments for children over three are well on their way to filling up, and we are now back in the wonderful position of having a waiting list for our overflowing morning sessions for our younger children. Our new sign which is displayed daily next to the wall on Glenfield Road has brought in several new families, as has our Facebook and community advertising, but word of mouth is still the main reason new families come here.



While most of our families accessing 20ECE hours choose to pay a donation each week to support the centre, we are still needing to fundraise to increase our income. For example, this year Nick organised a Garage Sale that raised \$1,300 for our centre. This money is being spent on new resources for the children, and we have also used some of the funds to revamp a very tired area into an exciting area of play, see. Big thanks to the kaiako who gave their time in the holidays to come in and do the hard labour involved in the transformation.

We also continue to raise awareness and funds for both the Mental Health Foundation's "Pink Shirt Day Appeal" and the Cancer Society's "Daffodil Day Appeal". We have appreciated the support from our GELC whanau in the dress-ups and activities as well as donating to these worthy causes.

We continue with our trips out into the community for our older children, as well as visits to the centre from those in the community. Each term our four year-old children and their parents get to visit a local school and the children get to be a part of the school class for a morning, joining the school children in their work and then for playtime as well. This is especially valuable, as schools are becoming more diverse themselves, and also as many of our GELC families haven't experienced school in Aotearoa as they are from overseas.

We are continuing our strong links with the local library and have promoted and joined Community and Community Centre initiatives such as the "Families in Parks" events, the "Teddy Bear's Picnic" and the "Fairy Doors" competition. Our trips and visitors are too many to list here, however looking at my calendar I notice there is at least one 'special or extra' thing happening each week. It may be professional learning and development for our teaching team, family events, hosting students from Auckland University of Technology, Hearing and Vision checks, or Fruit Week — but each week there is something on.

This year we survived the measles epidemic unscathed (to this point), the odd 'unwelcome visitor' to the centre who added a little daily drama by vandalising the air conditioning unit — thank you Nigel for organising to replace it so quickly. We have survived the budget, the year, and ERO on the first day of term as well as numerous other challenges. Our team have done this all with grace, kindness, care and energy (lots of energy) and deserve to be acknowledged for their unwavering dedication and commitment to our GELC tamariki, our GELC whanau, and our GCC community.

He waka eke noa

A canoe which we are all in with no exception / We are all in this together.

Organisational Structure

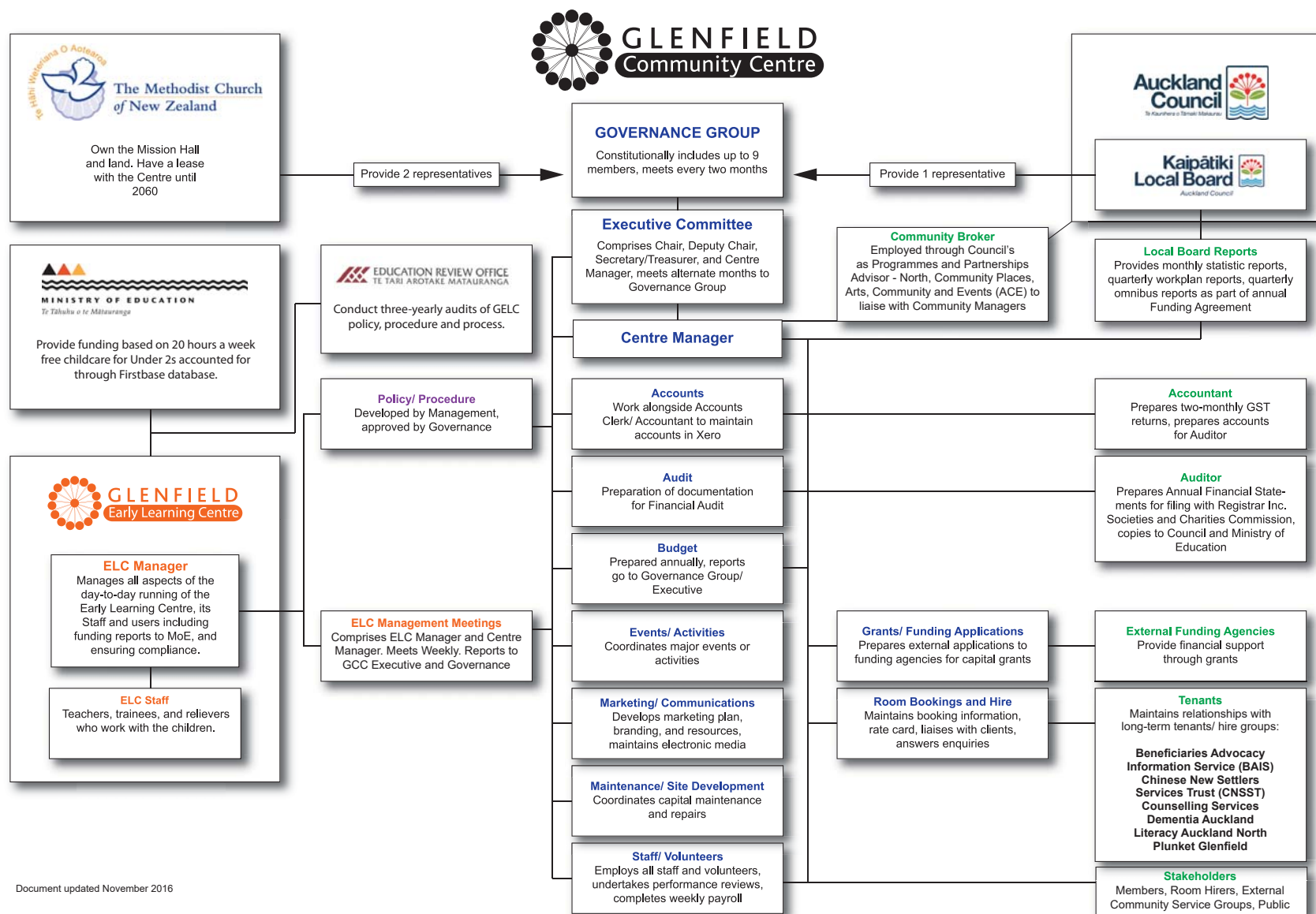
The Society gained Incorporated status in May 1977 and entered into a three-party lease with the Methodist Church, on whose land the Centre sits, and Auckland Council, who helped fund the building.

Governance comprises up to 12 members including two representatives from the Methodist Church and one from the Kaipātiki Local Board.

Governance appoints three to four persons to an Executive made up of the Chair, Deputy Chair, Secretary and Treasurer positions.

The Executive employs all Staff including the Centre Manager and Administration, the Early Learning Centre Manager and Teaching Staff.

The Centre Manager is directly responsible for the management and wellbeing of all Staff and Volunteers, Accounts, Events, Marketing, Maintenance and Compliance.



Meet Our Team~Governance



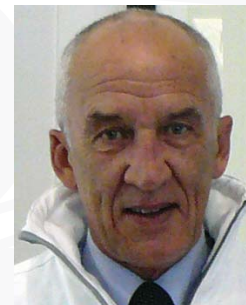
Sarah Nilson
Chair

Sarah has a genuine love of the community and is committed to its progress. As Chair, Sarah's position is one of both oversight and setting the direction and goals for the organisation; ensuring it remains relevant, and meets the needs of its stakeholder groups.



Jan Tasker
Methodist Church

Jan is one of two appointees from the Methodist Church, and is a standing member of the Auckland Synod Executive. Jan stepped down from her position due to work commitments but remains a steadfast supporter of the Centre and its work.



Gary Thornton
Board Member

Gary has served on the Board since 2011. A Real Estate Agent with Ray White, Gary is focussed on ensuring the Centre is recognised for the good work it does in the Glenfield Community.



Frankie Godfrey-Robson
Deputy-Chair/Secretary

Frankie served previously as Chair from 2015 -2018 and prior to that as Secretary/Treasurer. Frankie is passionate about the GELC, supporting families and is a proud Northcote Rotarian.



Brian Ellis
Methodist Church

Brian is the other position appointed by the Methodist Church and has been involved with the Centre from its inception through his past work as an electrical engineer. He also serves as the Takapuna Methodist Church Property Convener.



Michael Chin
Board Member

Michael has been a member of the Governance Group for the Centre for over ten years holding the position of Treasurer from 2016 - 2018 and maintains many connections with current and past user groups.



Craig Pettit
Treasurer

Craig is a Mortgage Broker and Registered Financial Adviser with Loan Market for the last 10 years. He worked for Westpac for 32 years, joined the Board in 2018 and took on the role of Treasurer.



Ann Hartley
Kaipātiki Local Board

Ann was the KLB Representative up until the end of her term in 2019. She was part of the original funding body that helped build the Centre and was responsible for advocating to the Local Board.



Chris Wargent
Board Member

Chris joined the Board in 2016 and stepped down early 2018. She brought valuable experience from her past career as the Principal of Marlborough Primary School and is also a member of Northcote Rotary.

Meet Our Team~Staff



Nigel Green
Manager

Nigel joined the Centre as its Manager in 2015. He has a degree in Business, has worked in the social profit sector since 1993, and has held previous roles as a Project Manager, Consultant, Designer, and Writer. He is on the Board of the Kaipātiki Project, is the Secretary for the Rotary Club of Glenfield, and is a JP.



Sandie Gorst
Office Administrator

Sandie has been the face of the Centre and first port of call for visitors, queries, bookings, events and office administration since 2014. Her background includes 10 years in the Travel Industry, 15 years in Publishing, and numerous years as a volunteer with Girl Guiding NZ and the North Shore Civil Defense Rescue Team.



Carol Young
Accounts Clerk

Carol joined the Centre in 2011. She works for three client companies dealing with residential building management, landscape consultancy & construction, and a coffee machine rental and products, and previously owned a fish & chips franchise in Glenfield Mall.



Paula Tra
Early Learning Centre Manager

Paula worked as a teacher in GELC from 2008, then moved into the Head Teacher role in 2015 and is currently the GELC Centre Manager. She has her Diploma in Teaching, and gained her teaching experience through parent-ing and Playcentre.



Nick Batley
ELC Head Teacher

Nick joined our team in 2019 and has been a fully qualified ECE teacher for 7 years. He likes to be actively involved in the children's learning, and building a strong and positive relationship with the children, parents, teachers, and community.



Joanne Cass
ELC Teacher

Joanne joined the early learning centre in 2012. She graduated with a Bachelor of Education (ECE Teaching) in 2011 and became a fully registered teacher in 2014.



Almira Hilario
ELC Teacher

Almira was born and raised in the Philippines. She holds a Bachelor's degree in Early Childhood Education from AUT and started her teaching career at Glenfield Early Learning centre in 2015.



Verneese Ioane
ELC Teacher

Verneese joined the Glenfield Early Learning Centre in 2014. She has a degree in primary teaching, graduating in 2015 and recently completed her Diploma in ECE in 2018.



Dole Ledesma
ELC Teacher Aide

Dole started with the GELC in April, 2018. She has a degree in Psychology, and completed a programme in Basic Education abroad. Dole was previously an Infant's Teacher for 2 years.

2018~2019 Highlights

Events:

Where the Fairies Live — Kaipātiki

This initiative originated with the Birkdale/ Beach Haven Project and was so popular community houses in both the Upper Harbour and Kaipātiki Wards came on board and ran separate events over the summer holidays and the month of March. This was a treasure hunt with individually painted and numbered “Fairy doors” placed on trees in parks, reserves, and playgrounds, along with an entry form with sponsored prizes drawn from amongst those people who participated. Although it is targeted more towards people with young families, plenty of older people were just as driven to track down every door. Out of the 220 people who entered the Kaipātiki competition, five managed to locate all 108 doors, and absolutely everyone loved getting out in the sun and fresh air, finding locations they never knew existed, spending time with their families and sharing the love.



Teddy Bears' Picnic

We held a Teddy Bears' Picnic free event for families in March. Kaipātiki Community Facilities Trust loaned us their family of bears, the Toy Library came along to provide free games and entertainment and around 40 families took part, although Auckland's weather did not play fair and we had to shift into the Mission Hall when an errant storm dumped a lot of rain and damaged one of our marquees.

Neighbours' Day

We had a Neighbours' Day Event on Friday 22 March by way of a free morning tea hosted in Room 7 here at the Centre. We saw around 40 people – families, seniors, retirees, and a wide range of persons from different cultures and ethnicities. This was particularly poignant as it coincided with the commemorations for the 51 people killed in the terror attacks in Christchurch, so it was great to see people from different walks of life coming together to talk and reflect.





Glenfield Lion's 26th Santa Parade

We continue to be part of this annual celebration of local community groups by marching in the Parade. We were joined by ten families from our Early Learning Centre and enjoyed being able to share the holiday spirit with those people who came out to wave and wish us all well.



Repair Café ~ 27 April 2019

We ran our second Repair Café with our fabulous volunteers and partners from Glenfield Rotary, Men's Shed, Glenfield Library, Bike Kaipātiki, Wizard Electrical and Bayview Community House. Over the course of three hours, we saw forty-nine people (up from thirty in 2018), with repairs ranging from vacuums to ceramic dog bowls to bikes to jewellery. Collectively we repaired 73% of items that were presented, with a collective value (new) of over \$4,000. A big thank you to all those who came together to support this initiative.



Early Learning Centre:

Education Review Office Review

Our Education Review Office (ERO) Review was undertaken in the third week of July with their report released early August. The report found the *“Children and their families are warmly welcomed individually by teachers when they arrive. This personalised recognition promotes a sense of belonging and wellbeing that is evident in children’s pleasure at being in the centre. Children make independent decisions and are highly engaged in play and learning. The programme is responsive to their interests and stages of development. Children are ably supported by teachers who engage them in meaningful conversations and prompt their thinking. Children demonstrate a strong sense of trust that their needs will be met.”* The GELC remains on the third tier as “Well-placed” and will be reviewed again in 2022. Congratulations to the Teaching Team.



Garage Sale

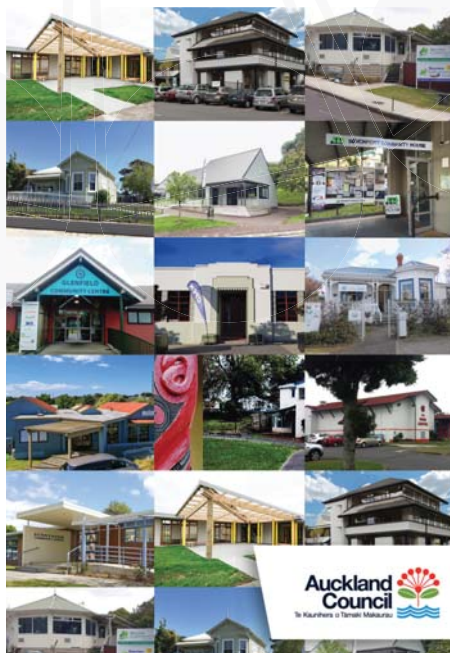
On Saturday 25 May, GELC parents and caregivers came together in support by giving their time, donations, and energy for the benefit of raising \$1,300 for all the families at the Centre. This money has been used to buy resources and experiences for the children. We also appreciate the support from the local community and businesses for donating goods to raffle.

Community Places Expression of Interest Application Guide



Everything you need to know about how to apply to operate and manage a community-led facility in partnership with Auckland Council

2018 Application Pack



Publications, Hui and Submissions:

Community Places Expression of Interest Application Guide

Work was undertaken, alongside personnel from Auckland Council's Community Places, to complete an application process for Expressions of Interest by groups to manage Community Centres. This work resulted in the completion of a "*Community Places Expression of Interest Application Guide*", designed to help community groups transition to taking on the delivery of service contracts alongside Auckland Council including occupying Houses, Halls, Hubs, Halls, Places and Centres all over Auckland. Community Places decided to call on the expertise of one of the existing Houses and the Centre Manager reviewed their existing processes, created the guide and designed a template that is being rolled out across Auckland.

North Shore Combined Community Managers' Hui

In June, twelve of the Managers from the various Houses, Halls, Hubs, Halls, Places and Centres came together at Bayview Community Centre to participate and deliver a Hui based around Auckland Council's new service standards. We invited other Auckland Centre Managers, Local Board members, City Councillors and Community Places and ACE staff from Auckland Council to hear our group explain who we are, where we are and what we do. The theme was "Why we do what we do" and we talked about the levels of Access, Activation and Programming that occurs to demonstrate the unique characters of each location and the vast range of services that we provide. In addition, we spent the second half of the programme running these persons through a series of speed-dating workshops that covered-off four common challenges and how we could best address them: time management; marketing and communication; funding and sponsorship; and partnerships and networking. The brainstorming sessions were then compiled into a single resource that was distributed back to the participants and was very well received.

Submission to Auckland Council on Rateable Review

Auckland Council signalled the application of a sunset clause on legacy arrangements that provided remittance of rates to various properties around Auckland. This has now migrated to a Grant system while the final review is completed. We will continue to keep this uppermost in the minds of our Local Board members as any changes that could impact on the Centre, such as an increase in rates around the Mission Hall (as it is still technically the property of the Methodist Church) could seriously affect us financially. Any increases in cost would need to be passed on to Centre hirers and this would prove undesirable and counter to our strategic values.

Branding, Marketing and Communications:

Strategic Messaging

We have updated our branding to align with the simplified strategic messaging that came out of a review in late 2018.

The message is now that we **“Support Community, Provide Services, Build Connections”** and features our new, simpler web domain: www.gcc.net.nz.

In addition, we have added direct advertising point of sale information by way of two large coreflute signs to the main entrance to the Centre as it is not always clear what the Centre can accommodate and to help persons know whether or not we meet their space requirements. Next year we hope to complete a 3D walk-through of the premises and update the website with more photos of our many spaces.

Multi-Lingual Signage

In order to support our many English as a Second Language users, with the help of Hearts and Minds, Citizen’s Advice Bureau and Te Puna Kokiri, we have adopted a series of multi-lingual signs — wayfinder, health and safety, general information, fire and emergency and information, all around the Centre.

Website

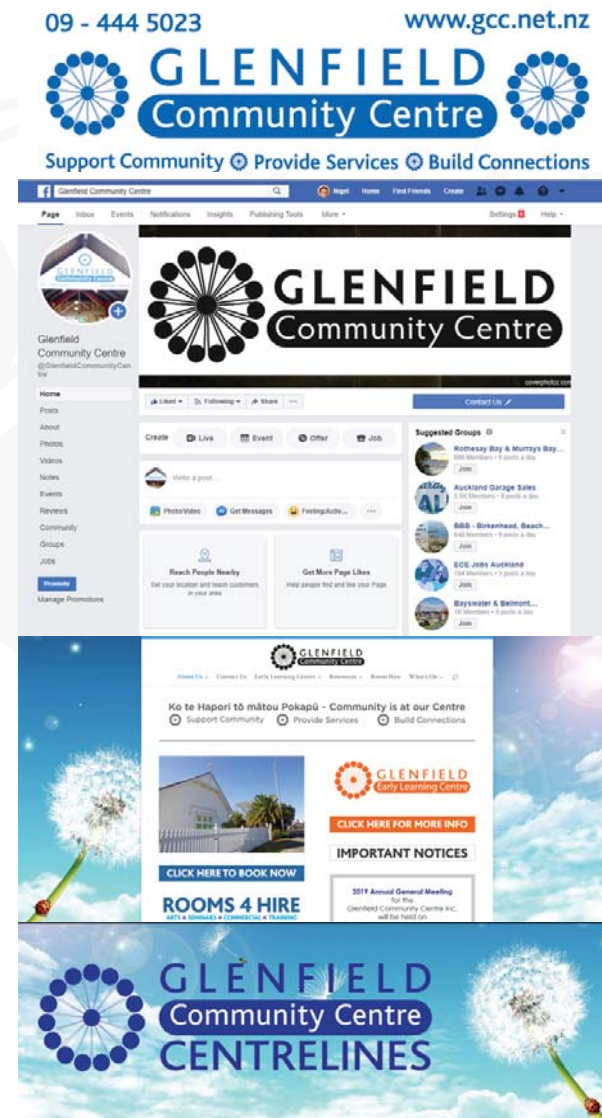
The Centre’s website is regularly updated with user groups’ information; event photographs; our room hire agreement and rate card; maps showing where to park when coming to the Centre and alternate forms of transport; information about our Glenfield Early Learning Centre, and the location of other Community Centres around Kaipātiki.

Facebook

Our Facebook pages carry up-to-date information about what is happening at the Centre and our Early Learning Centre, including links to other groups in our local community. This has proved an invaluable way of getting information in a timely manner out to hirers and families who access the Centre.

E-newsletter & Centrelines

A monthly electronic newsletter is sent out to over 350 recipients, and the “Centrelines” newsletter is updated constantly, available from our foyer and is always in demand.





Maintenance and Infrastructure:

Weather-tightness and Recladding update

We continue to be a party to the class action suit brought by legal firm Parker and Associates against Hardies around the use of its 'Harditex' cladding product on the Centre's exterior. Matters have progressed to the point where discovery documents have been exchanged and a hearing date set for August 2020. The hope remains for settlement and Governance are committed to seeing this matter through to conclusion.

Move to Fibre

As part of the Centre's Risk Management Strategy, we have moved off the copper phone network and onto fibre. This has afforded us better internet connection speed and stronger WiFi for users. It will also provide long-term savings as we are not paying for four phone lines, and are instead using VOIP services with new phones. This has also meant we have had to upgrade our Fire and Security monitoring equipment, but these are one-off expenses.

Updated Emergency Evacuation Scheme

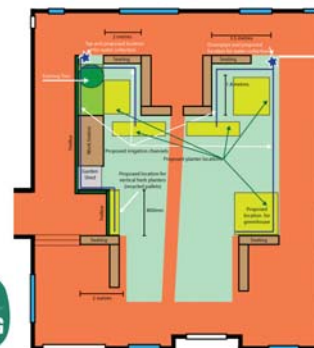
As part of the Education Review Office preparation, it was uncovered that the Centre's Fire and Emergency Evacuation Scheme had not been updated with Fire and Emergency Services since 2002. Compass NZ was engaged to complete this work alongside Centre management as this must be filed by the appropriate certificated service provider through the new online interface. This has been done and all signage and standard operating procedures updated accordingly, putting another legacy item to bed.

Vandalism and Insurance Claims

In two unconnected events, over the space of two weeks in March, the external heat inverter for the GELC heat pump was disconnected, taken into the upper carpark and smashed for its copper in the middle of the night. Then, around 5:00pm on the following Tuesday, an agitated man deliberately kicked the lower carpark door hard enough to shatter the door jam, then threw a glass deodorant bottle through the adjacent window hard enough to shatter its contents. Police reports and insurance claims were filed for both events but it has led to an investigation into a possible grant to cover the cost of installation of CCTV as the random acts of vandalism, persons rough sleeping and damage to the Building are unfortunately increasing.

Community Development & Partnerships: Multi-lingual Welcome Sign

As part of a community place-making initiative funded through the Local Board, a group of ESOL students and hirers partnered with the Centre and Paris Kirby from Catalyse to produce a multi-lingual welcome sign that now graces the main entrance to the Centre.



Community Garden Project

Catalyse also helped finally get our Demonstration Community Garden Porject moving. With assistance from Compost Collective, Glenfield College, the Kaipātiki Project, Glenfield Library and Bunnings Warehouse, the garden is beginning to take shape. Designed as a three-year project, the aim is to involve local community groups and volunteers to use it as a teaching aid supported by online and print resources that will allow everyone from school groups learning about garden to plate to English Language classes learning about how to grow plants in the New Zealand environment, to take advantage of this resource.



Wilson School Student Volunteer

We have renewed our commitment to the Wilson Special School by hosting a Special Education student volunteer for a third year running. Marcus is enthusiastic and we really enjoyed having him and his caregivers visit us every Wednesday through the school term. We look forwards to seeing him back here in 2020.



2018~2020 Strategic Plan Update

Two years into the Centre's Strategic Plan and we can see progress in terms of the three areas of strategic focus:

Relationships

Our network of business and community contacts continues to grow and enrichen. We continue to work alongside the other North Shore and, in particular Kaipātiki, Community Houses, Managers and Staff. Through community place-making initiatives, we look to involve more individuals and businesses to collaborate with and support our local Community. Community-lead events and activities including Repair Cafes, Fairy Door Competitions, Dino Hunt, Eco-Fest, Neighbours' Day, and Community Garden Projects.

Outcomes

- Partner with Local Businesses and other Social Profits that share the Centre's Values to deliver services that benefit Local Community.
- Deliver Community Events focussed on need.
- Strengthen relationship with Kaipātiki Local Board and Auckland Council.
- Create Community Spaces and Connections.

Measures

- Increased number of Business and Social Profit contacts and networks.
- Increased range of services provided or accessible.
- Increased number and scale of community events.
- More services align with KLB and Council priorities and planning.
- Increased Community awareness of Centre and services provided.

Internal Capacity & Capability

We have developed and adopted a Risk management Policy that will inform the linked plan. We are waiting on the outcome of the legal class action around the weather-tightening and Governance will be putting form around the path forwards. A complete policy schedule has been adopted and a new Policy Sub-Committee is working through it. The Constitution was updated in 2018 to align with the proposed changes to the Incorporated Societies Act.

Outcomes

- Develop Risk Management Plan for Centre.
- Resolve Weather-tightening problem alongside principal stakeholders (Methodist Church, Council).
- Complete Policy review, develop SOP for key areas, incorporate 5 Ways of Wellbeing into best practice.
- Align Constitution with new Inc. Societies Act.
- Develop Succession Plan for Governance and Mgt.

Measures

- Risk Management Plan completed and reviewed.
- Formation of Weather-tightening Action Group comprised of lease partners, agreed plan of action.
- Complete key policy schedule and review, policy ratified by Governance.
- Completed Constitution and remits accepted by Governance and Membership.
- Clear Succession Plan communicated to all key stakeholders.

Financial Viability

We are at work on an integrated marketing plan to assist in attracting and retaining more hire groups and another social-profit tenant. We will be looking to trial online room booking software that will integrate with our Xero accounting system. We have adopted a donation system in our Early Learning Centre that has been well supported by the Parents. We are working on a grant calendar to maximise our funding opportunities and seeking targeted funding around both capex and opex budget items.

Outcomes

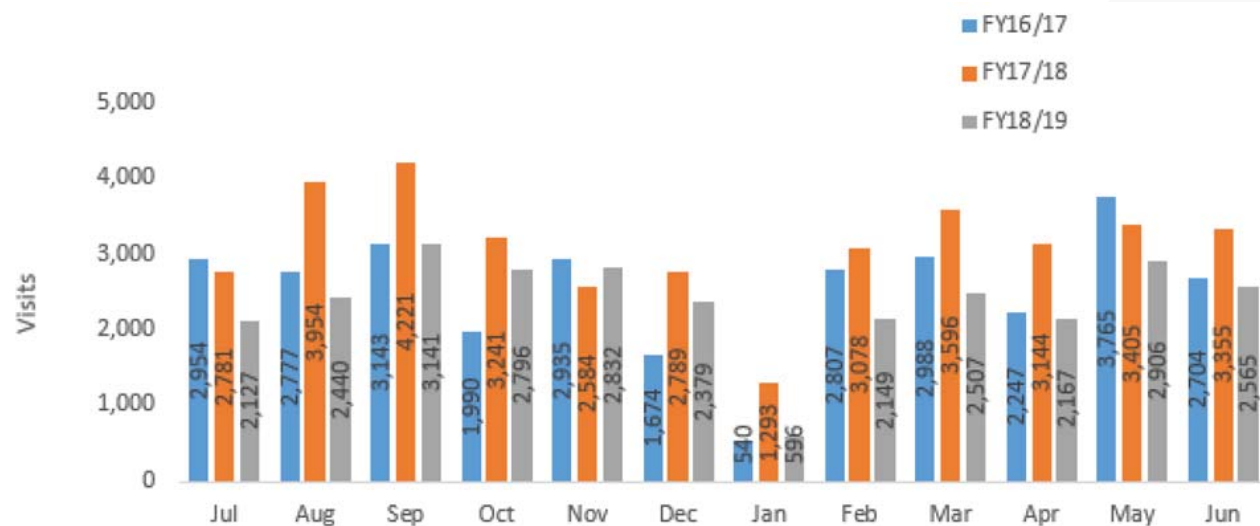
- Increase Room hire and utilisation.
- Integrate online Booking system with Xero.
- Develop sponsorship of spaces by Local Business.
- Review Early Learning Centre Business Model and identify opportunities for growth.
- Develop Donations and Bequests programme.

Measures

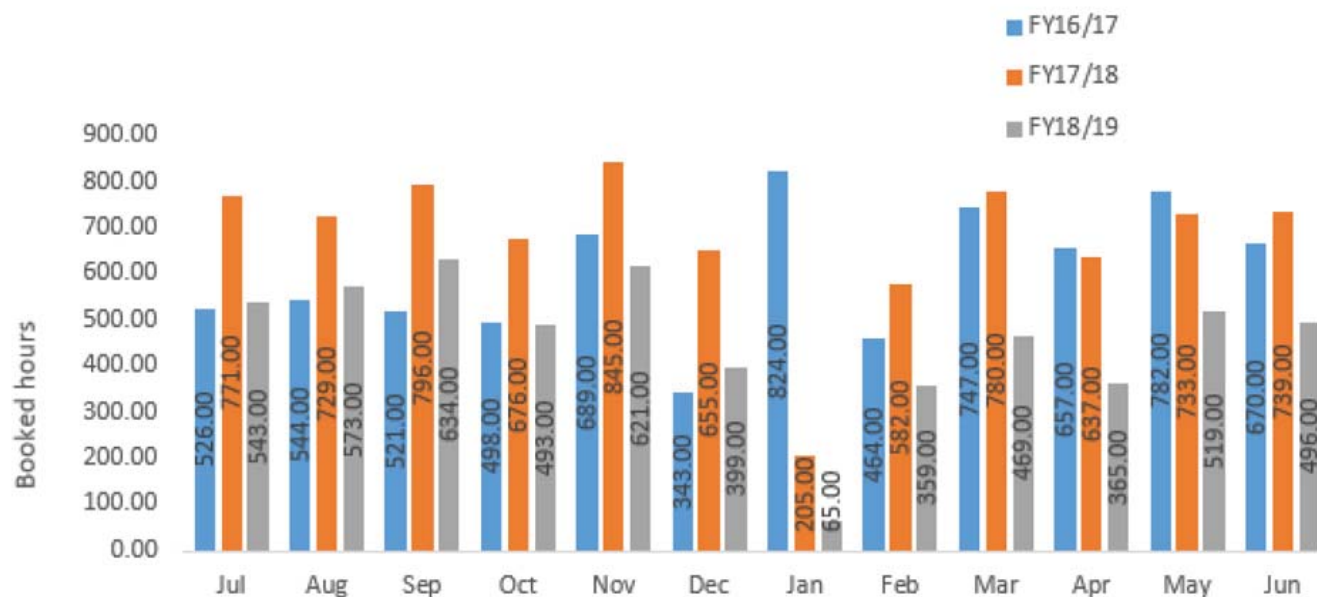
- Monthly Room Hire and Utilisation statistics reports.
- Internal Staff Surveys.
- Customer Satisfaction Surveys.
- Community Engagement review.
- Redeveloped ELC Business Plan.
- Increase in donations and bequests.

Room Hire Statistics*

Total Visits – Decreased from
37,441 in 2017/18 to 28,605
in 2018/19



Total Hours Booked –
Decreased from 8,148 in
2017/18 to 5,536 in 2018/19



* Note: these figures do not include visits to our Tenant Groups: Plunket, BAIS, Literacy Auckland North, Sweet Charity or to our GELC

Engagement and Customer Satisfaction

Enquiries Received, Advice Given, People Referred, and General Assistance Provided 2018/2019

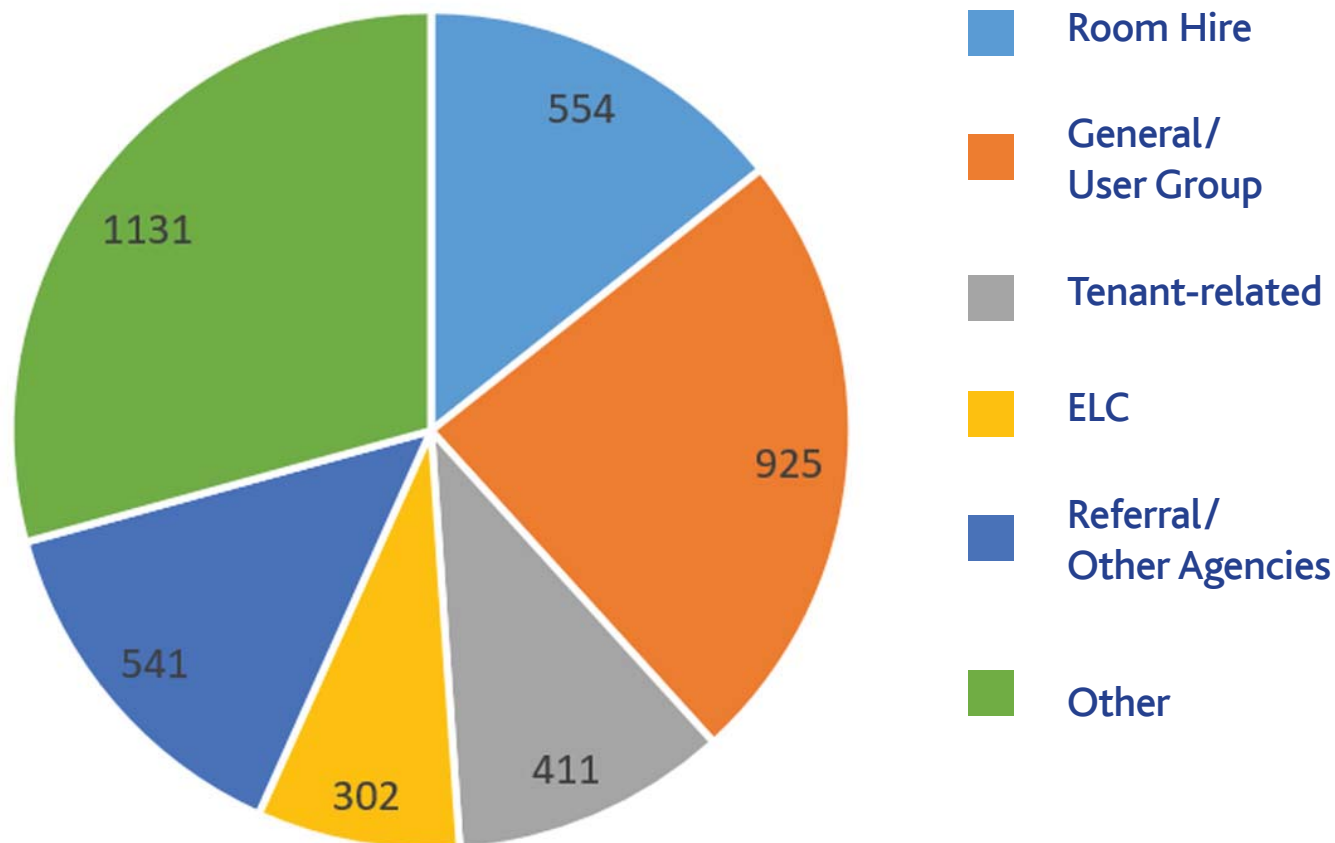


Customer Satisfaction Survey*:

(Survey size 300, Response Rate 18%, Margin of Error +/-10%)

- 57% of persons found information via our website, 14% through a verbal recommendation, and 14% were a repeat client.
- 75% were either very satisfied or satisfied with our Room Booking and Hire system
- 43% utilised space for between 20 and 40 persons
- 43% were attracted to use the Centre because of its price, location, facilities, and availability.
- 100% found the Staff friendly and helpful
- 83% our booking process easy, we met their needs, and found the overall level of service high
- 83% found our fees reasonable
- 90% would recommend our service to other clients
- 90% were very likely or likely to use our service again.

(* 2018 Survey, next is scheduled for December 2019)



Financial Overview

General

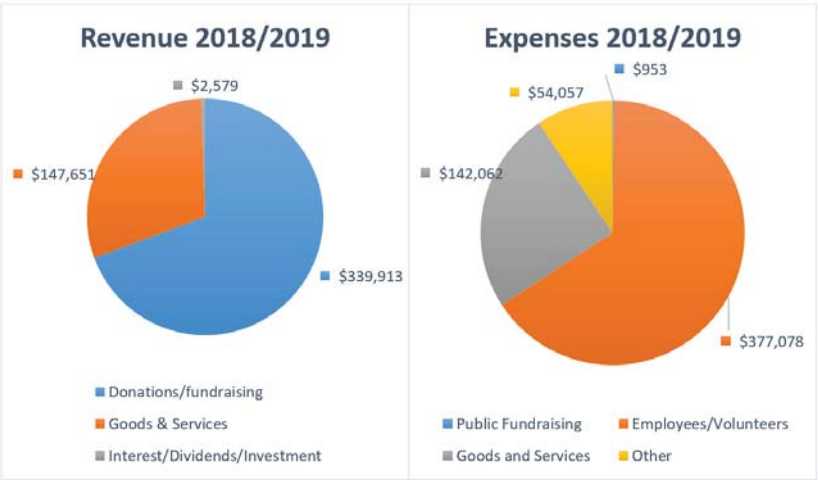
The Centre remains a going concern. Its cash flow is steady and within expected operating parameters. Its cash reserves remain healthy and are maintained at a level to meet all our commitments in the foreseeable future.

While the rate of Ministry of Education funding to Early Learning Centres for 20 hours ECE for under two-year olds increased by CPI, overall the total amount of money received declined by around \$23,000 over 2018/2019 through a mixture of reduced enrolments and a smaller number of under two's enrolled.

Rental income dipped as the Centre lost two large regular hire groups, one who left to occupy their own premises and the other lured away to a Council facility where they receive a substantial discount on their hire (50%) with which we could not compete. Together with several accounting adjustments around legacy MoE funding, various accruals, and the cost of funding the legal class action, and the Society posted a deficit, although one that served mainly to reduce the Centre's equity as opposed to its ability to continue to operate (see sidebar notes as well as the audited Performance Report for more detail).

We thank the Kaipātiki Local Board for continuing to provide an Operating Grant and note we will be migrating to a new three-year Service Level Agreement in July 2020 that will incorporate Results Based Accountability measures and a staggered funding arrangement tied to mutually-agreed performance measures that align with both the Centre's Strategic Plan and the Local Board Plan.

As part of the new three-year funding cycle, we will be seeking an increase in the current funding level.



Statement of Financial Performance (Profit and Loss)

The Centre posted an operating deficit of \$84,006 after end-of-year adjustments and depreciation were applied. The reasons behind this can be summarised as follows:

- Depreciation (\$40,342);
- Legacy Ministry of Education (MoE) funding accounting adjustment (General expense: \$13,714);
- Decreased number of large groups hiring bulk space leading to a decrease in room rental income;
- A decrease in MoE funding due to enrolments and cohort size of under two-year olds;
- Cost of funding the weather-tightening class action;
- An increase in overall costs of utilities, insurance, external service providers and contractors.

Statement of Financial Position (Balance Sheet)

Compared to the previous year, the Centre held less cash on hand, had fewer Debtors, a higher Holiday Pay accrual, a larger write-down of aged assets, and an adjustment relating to a previously expensed grant for sound insulation that was amended to be included in Plant, Property & Equipment that flowed on to affect GST.

Together with the deficit noted above, this resulted in a decrease in the total accumulated funds from \$1,703,509 to \$1,619,509.

For more detail, please refer to the audited Performance Report, available separately.

Thanks to ~ Our User Groups and Tenants



Thanks to ~ Our Sponsors and Partners





Ko te Hapori tō mātou Pokapū
Community is at our Centre

Performance Report

Glenfield Community Centre Incorporated
For the year ended 30 June 2019

Prepared by Global Tax Accountants

Contents

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5	Statement of Service Performance
6	Statement of Financial Performance
7	Statement of Financial Position
8	Statement of Cash Flows
9	Statement of Accounting Policies
11	Notes to the Performance Report

Entity Information

Glenfield Community Centre Incorporated For the year ended 30 June 2019

Legal Name of Entity

Glenfield Community Centre Incorporated

Entity Type and Legal Basis

Social (not-for) profit incorporated society with charitable status.

Registration Number

Incorporated Society: AK222377 Charities Services: CC22509

Entity's Purpose or Mission

To support and enhance our community by making space to bring individuals and groups together to provide services and resources that meet community need.

Entity Structure

Incorporated society with elected representatives.

Main Sources of Entity's Cash and Resources

We receive an operational grant from Auckland Council through the Kaipātiki Local Board. Our Early Learning Centre receives funding under the 20 Hours Early Childhood Education (ECE) allowance through the Ministry of Education. We lease and hire rooms to social (not-for) profit community groups, organisations and individuals.

Main Methods Used by Entity to Raise Funds

We apply for Grant Funding for most capital expenditure.

Entity's Reliance on Volunteers and Donated Goods or Services

We provide in-house support and training for volunteers studying on placement through tertiary institutions. We receive the occasional gift or donation but do not actively solicit funds in this way at this time.

Additional Information

The society incorporated in 1977 and today employs 10 full and part-time staff. We have a 9 member Governance Group elected from our membership. We own the building and lease the land from the Methodist Church of NZ alongside Auckland Council up to 2060.

Physical Address

Corner Bentley Avenue and Glenfield Road, Auckland, New Zealand, 0629

Postal Address

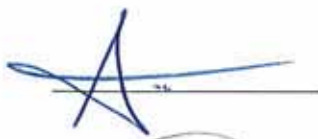
PO BOX 40112, Glenfield, Auckland, New Zealand, 0747

Approval of Financial Report

Glenfield Community Centre Incorporated
For the year ended 30 June 2019

The Governance Group are pleased to present the approved financial report including the historical financial statements of Glenfield Community Centre for year ended 30 June 2019.


APPROVED



Sarah Nilson

Chair

Date 20/11/19


Craig Petric

Treasurer

Date 20/11/19


Frankie Godfrey-Robson

Secretary

Date 20/11/2019

Statement of Service Performance

Glenfield Community Centre Incorporated For the year ended 30 June 2019

Description of Entity's Outcomes

Mission: We are focused on recognising and responding to the social, cultural, recreational and educational needs of the Glenfield/Kaipātiki community, and finding ways to meet these needs with special recognition for those who have the least opportunity to participate in decision-making in the community.

Outcome: The Centre supports the Kaipātiki community through provision of space for hire for educational, religious, creative arts, counselling, cultural and recreational use at a price that makes it affordable to groups that would struggle otherwise.

In addition, our Early Learning Centre allows us to provide teaching and childcare for over 70 families allowing parents and caregivers the opportunity to work and thrive.

Finally, we collaborate with other social profit organisations, some of whom tenant our space, to provide a suite of services and community development events and opportunities: again for the benefit of our members, users stakeholders and community.

	2019	2018
Description and Quantification of the Entity's Outputs		
Room Hours Booked	5,536	8,148
Users / Visitors	28,605	37,441
Number of Bookings	2,004	2,466
Families using ELC	70	70
Teaching hours per annum for children	5,660	5,660

Description and Quantification of the Entity's Outputs

As part of an annual agreement for service with the Auckland Council, the Centre is required to collect data relating to occupancy, the number of bookings and number of hours the Centre is in use. This data is recorded daily and reported on monthly.

Additional Output Measures

We now track, on a daily basis, information around the various inquiries we field at our Reception. This gives a clearer picture of the number of persons we see (3,824 in 2018/2019) and for what reason: Room Hire (12%), General User Group (24%), Tenant-related (11%), Early Learning Centre (9%), Referral to other agencies or services (14%) and Other (30%)

Additional Information

Auckland Council will be migrating their 65 Community Houses, Hubs, Centres and Places from their old agreements to new service agreements in order to provide rationale for funding levels and the range of services provided at each location. This will happen at the end of the term of the existing agreement in June 2020. The Parker and Associate class action against James Hardie Industries around the monolithic weather cladding that has led to leaky building syndrome at the Centre continues with a High Court hearing set aside for August 2020. We continue to work alongside our Local Board and Auckland Council's Community Places staff to positively resolve this issue for the benefit of the Community.

It should be noted that all funds received from the Minister of Education is used solely for the reason those funds were received from the Minister of Education.

Statement of Financial Performance

Glenfield Community Centre Incorporated
For the year ended 30 June 2019

	NOTES	2019	2018
Revenue			
Donations, fundraising and other similar revenue	1	339,913	363,687
Revenue from providing goods or services	1	147,651	170,949
Interest, dividends and other investment revenue	1	2,579	1,797
Total Revenue		490,143	536,433
Expenses			
Expenses related to public fundraising	2	953	1,110
Volunteer and employee related costs	2	377,078	376,155
Costs related to providing goods or service	2	142,062	114,428
Other expenses	2	54,057	42,443
Total Expenses		574,150	534,136
Surplus/(Deficit) for the Year		(84,006)	2,297

The above statement of financial performance should be read in conjunction with the accompanying notes to the performance report and the independent auditors report.

Statement of Financial Position

Glenfield Community Centre Incorporated

As at 30 June 2019

	NOTES	30 JUN 2019	30 JUN 2018
Assets			
Current Assets			
Bank accounts and cash	3	97,520	46,702
Debtors and prepayments	3	31,402	56,789
Other Current Assets	3	-	50,831
Total Current Assets		128,922	154,322
Non-Current Assets			
Property, Plant and Equipment	5	1,558,950	1,597,365
Total Non-Current Assets		1,558,950	1,597,365
Total Assets		1,687,872	1,751,687
Liabilities			
Current Liabilities			
Creditors and accrued expenses	4	12,547	12,374
Employee costs payable	4	47,255	33,661
Other current liabilities	4	8,569	2,144
Total Current Liabilities		68,370	48,179
Total Liabilities		68,370	48,179
Total Assets less Total Liabilities (Net Assets)		1,619,502	1,703,508
Accumulated Funds			
Accumulated surpluses or (deficits)	7	1,619,502	1,703,508
Total Accumulated Funds		1,619,502	1,703,508

The above statement of financial position should be read in conjunction with the accompanying notes to the performance report and the independent auditor's report.

Statement of Cash Flows

Glenfield Community Centre Incorporated
For the year ended 30 June 2019

Account	2019	2018
Cash Flows from Operating Activities		
Donations, fundraising and other similar receipts	241,864	405,207
Receipts from providing goods or services	264,464	192,898
Interest, dividends and other investment receipts	2,579	1,797
GST	(60,329)	(49,898)
Payments to suppliers and employees	(593,699)	(504,707)
Total Cash Flows from Operating Activities	(145,121)	45,297
Cash Flows from Investing and Financing Activities		
Payments to acquire property, plant and equipment	(4,019)	(19,444)
Cash Flows from Other Investing and Financing Activities	199,958	(50,830)
Total Cash Flows from Investing and Financing Activities	195,939	(70,274)
Net Increase/ (Decrease) in Cash	50,818	(24,977)
Cash Balances		
Cash and cash equivalents at beginning of period	46,702	71,679
Cash and cash equivalents at end of period	97,520	46,702
Net change in cash for period	50,818	(24,977)

The above statement of cash flow should be read in conjunction with the accompanying notes to the performance report and the independent auditor's report.

Statement of Accounting Policies

Glenfield Community Centre Incorporated For the year ended 30 June 2019

Basis of Preparation

The entity 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 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)

The entity is registered for GST. All amounts are stated exclusive of goods and services tax (GST) except for accounts payable and accounts receivable which are stated inclusive of GST.

Income Tax

Glenfield Community Centre Incorporated is a registered charity (CC22509) under the Charities Act 2005 and therefore exempt from New Zealand income tax.

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.

Changes in Accounting Policies

There have been no changes in accounting policies. Policies have been applied on a consistent basis with those of the previous reporting period.

Historical Cost

These financial statements are prepared on a historical cost basis. These financial statements are presented in New Zealand dollars, except when otherwise stated.

Property Plant and Equipment

Property plant and equipment are stated at historical cost less any accumulated depreciation and impairment losses. Historical cost includes expenditure directly attributable to the acquisition of assets and includes the cost of replacements that are eligible for capitalisation when these are incurred.

An item of property plant and equipment or investment property is recognised upon disposal or when no further future economic benefits are expected from its use or disposal. Any gain or loss arising on derecognition of the asset is included in the profit or loss in the year the asset is derecognised.

Building and Improvements – 2% SL

Furniture and Fittings – 10% DV – 40% DV

Office Equipments – 20% DV - 50% DV

Receivables

Receivables are stated at their estimated realisable value. Bad debts are written off in the year in which they are identified.

Employee Entitlements

Employee benefits that are due to be settled within 12 months after the end of the period in which the employee renders the related service are measured based on accrued entitlements at current rates of pay. These include salaries and wages accrued up to balance date, annual leave earned to but not yet taken at the balance date.

Revenue Recognition

The grants are recorded as revenue when the entity has the rights to funding, unless there are unfulfilled conditions attached to the grants, in which case the amount relating to the unfulfilled conditions is recognised as a liability and released to revenue as the conditions are fulfilled.

The ELC Fees and hall hire income is recorded as revenue in the period it is earned.

Notes to the Performance Report

Glenfield Community Centre Incorporated For the year ended 30 June 2019

	2019	2018
1. Analysis of Revenue		
Donations, fundraising and other similar revenue		
Auckland Council Contract	48,628	48,099
ELC Donations Received	19,827	11,762
ELC Fundraising	2,346	2,818
Grants	8,212	16,907
MOE Funding	260,900	284,101
Total Donations, fundraising and other similar revenue	339,913	363,687
Revenue from providing goods or services		
Bad Debts Recovered	17	-
ELC Fees	27,071	29,487
ELC Portfolios	913	1,826
ELC Student Placement Income	-	588
Event Income	-	120
GCC Donations and Bequests	25	-
Mission Hall Rental	24,052	15,822
Other Income	1,368	1,525
Room Hire	68,744	96,181
Refund Of Overpayment	-	(194)
Tenancy Income	25,461	25,593
Total Revenue from providing goods or services	147,651	170,949
Interest, dividends and other investment revenue		
Interest Income	2,579	1,797
Total Interest, dividends and other investment revenue	2,579	1,797
	2019	2018

2. Analysis of Expenses

Expenses related to public fundraising		
ELC Fundraising Expenses	953	1,110
Total Expenses related to public fundraising	953	1,110
Volunteer and employee related costs		
KiwiSaver Employer Contributions	10,501	10,127
Wages and Salaries	352,983	360,243
Wages - Relieving Staff	-	1,511
Holiday Pay	13,594	4,273
Total Volunteer and employee related costs	377,078	376,155
Costs related to providing goods or services		
ACC	2,284	1,972
Accounting and Audit Fees	9,654	5,729

	2019	2018
Advertising	1,341	1,002
Bad Debts	-	82
Bank Fees	-	49
Child Consumables	568	706
Cleaning Consumables	3,529	4,784
Cleaning Contractors	29,967	28,496
Communication Expenses	4,834	4,584
Computer Expenses	2,325	573
Donations Paid	-	193
Educational Consumables	1,819	1,495
Educational Resources	524	894
EFTPOS Rental	623	623
ELC Student Placement Expense	296	-
ELC Donations Expense	209	-
Events	540	527
Gifts and Meeting Expenses	950	1,103
Grounds Maintenance	1,514	1,174
Insurance	12,676	10,649
Interest on O/D	-	1
Light, Power, Heating	6,551	6,487
Loss on Disposal of Asset	2,092	-
Maintenance Contracts	4,138	7,027
Payroll Charges	3,676	3,575
Postage	22	-
Printing & Stationery	6,425	5,416
Professional Development	556	403
Rates and Water Rates	6,883	3,469
Recladding Project	7,826	(847)
Repairs and Maintenance	17,803	13,571
Security	5,373	4,671
Small Equipment	238	112
Staff Amenities	542	694
Subs & Membership	2,086	962
Sundries/General	45	157
Uniforms & Immunisation	918	434
Waste Disposal	3,236	3,660
Total Costs related to providing goods or services	142,062	114,428
Other expenses		
Depreciation	40,342	42,443
General expense	13,714	-
Total Other expenses	54,057	42,443

	2019	2018
3. Analysis of Assets		
Bank accounts and cash		
Glenfield CC - 72	50,000	-
Glenfield CC - 00	44,449	7,041
Glenfield CC - 52	2,910	39,500
Petty Cash Float	162	162
Total Bank accounts and cash	97,520	46,702
Debtors and prepayments		
Debtors	31,402	56,789
Total Debtors and prepayments	31,402	56,789
Investments	-	50,831

	2019	2018
4. Analysis of Liabilities		
Creditors and accrued expenses		
Accruals	4,000	504
A.C.C Accrual	278	332
Sundry Creditors	8,269	11,537
Total Creditors and accrued expenses	12,547	12,374
Employee costs payable		
Holiday Pay Accrual	47,255	33,661
Total Employee costs payable	47,255	33,661
Other current liabilities		
GST	8,519	2,144
Suspense	50	-
Total Other current liabilities	8,569	2,144
	2019	2018

5. Property, Plant and Equipment

Buildings		
Buildings at cost		
Buildings at cost	2,212,956	2,212,956
Total Buildings at cost	2,212,956	2,212,956
Accumulated depreciation - buildings		
Less Accumulated Depreciation on Building Cost	(702,277)	(670,908)
Total Accumulated depreciation - buildings	(702,277)	(670,908)
Total Buildings	1,510,679	1,542,048

Furniture and Fixtures		
Furniture and Fixtures owned		
ELC Outdoor at cost	29,484	29,484
ELC Indoor At Cost	10,788	10,038
Appl, Furn & Fixt Cntr at Cost	171,664	171,664
Total Furniture and Fixtures owned	211,936	211,186
Accumulated depreciation - furniture and fixtures owned		
Less Accumulated Depreciation on ELC Outdoor	(21,294)	(19,247)
Less Accumulated Depreciation on ELC Indoor	(6,074)	(6,141)
Less Accumulated Depreciation on Appl, Furn & Fixt Cntr at Cost	(137,746)	(132,840)
Total Accumulated depreciation - furniture and fixtures owned	(165,114)	(158,229)
Total Furniture and Fixtures	46,822	52,957
Office Equipment		
Office Equipments owned		
Office Equipment	7,984	7,984
Total Office Equipments owned	7,984	7,984
Accumulated depreciation - Office Equipments		
Less Accumulated Depreciation on Office Equipment	(6,535)	(5,624)
Total Accumulated depreciation - Office Equipments	(6,535)	(5,624)
Total Office Equipment	1,449	2,360
Total Property, Plant and Equipment	1,558,950	1,597,365

6. Impairment of Assets

In August 2012, we had identified a weather tightening issue on the Building owned by the Centre. On carrying out invasive and destructive testing, it was found that the building envelope exceed safe water loading in two-thirds of the tested area. There had been several quotes obtained in the earlier years, however after further deliberations the Centre has decided to join a class action against James Hardie Industries in 2018. The building value is stated at cost and no impairment has been recorded to date as the cost of remediation is uncertain at this stage.

7. Accumulated Funds

Accumulated Funds		
Opening Balance	1,703,508	1,701,211
Accumulated surpluses or (deficits)	(84,006)	2,297
Total Accumulated Funds	1,619,502	1,703,508
Total Accumulated Funds	1,619,502	1,703,508

8. Commitments

There are no commitments as at 30 June 2019 (Last year - Nil).

9. Contingent Liabilities and Guarantees

There are no contingent liabilities or guarantees as at 30 June 2019.

Contingent Assets - Further to note 6, Glenfield Community Centre has opted in a Wellington-based class action against James Hardie Industries around the monolithic weather cladding that has led to the leaky building issue at the premises. As the class action case is in its initial phase the outcome and the settlement amount of the class action case is uncertain as at balance date.

10. Related Parties

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

11. 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).

12. Ability to Continue Operating

The entity will continue to operate for the foreseeable future.

Glenfield Community Centre Incorporated

Independent auditor's report to the Members

Report on the Performance Report

Opinions

We have audited the performance report of Glenfield Community Centre Incorporated (the entity), which comprises the the statement of financial position as at 30 June 2019, the entity information, statement of service performance, statement of financial performance and statement of cash flows for the year ended 30 June 2019, and the statement of accounting policies and other explanatory information.

In our opinion:

- a) the reported outcomes and outputs, and quantification of the outputs to the extent practicable, in the statement of service performance are suitable;
- b) the accompanying performance report gives a true and fair view of:
 - i) the entity information for the year then ended;
 - ii) the service performance for the year then ended; and
 - iii) the financial position of Glenfield Community Centre Incorporated as at 30 June 2019 and of its financial performance, and cash flows for the year then ended.

in accordance with Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) issued by the New Zealand Accounting Standards Board.

We conducted our audit of the statement of financial performance, statement of financial position, statement of cash flows, statement of accounting policies and notes to the performance report in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)), and the audit of the entity information and statement of service performance in accordance with the International Standard on Assurance Engagements (New Zealand) ISAE (NZ) 3000 (Revised).

Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Performance Report section of our report. We are independent of the entity in accordance with Professional and Ethical Standard 1 (Revised) Code of Ethics for Assurance Practitioners issued by the New Zealand Auditing and Assurance Standards Board, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other than in our capacity as auditor we have no relationship with, or interests in, the entity.

ACCOUNTANTS & ADVISORS

Level 4, 21 Queen Street
Auckland 1010, New Zealand
PO Box 106 090
Auckland 1143, New Zealand
Telephone: +64 9 366 5000
williambuck.co.nz

William Buck Audit (NZ) Limited

Other Matter

The financial statements of Glenfield Community Centre Incorporated for the year ended 30 June 2018 were audited by another auditor who expressed an unmodified opinion on those statements dated 28 November 2018.

Responsibilities of the Governance Group for the Performance Report

The Governance Group are responsible for:

- a) Identifying outcomes and outputs, and quantifying the outputs to the extent practicable, that are relevant, reliable, comparable and understandable, to report in the statement of service performance;
- b) the preparation of a performance report on behalf of the entity that gives a true and fair view, which comprises:
 - the entity information;
 - the statement of service performance; and
 - the statement of financial performance, statement of financial position, statement of cash flows, statement of accounting policies and notes to the performance reportin accordance with Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) issued by the New Zealand Accounting Standards Board, and
- c) for such internal control as the Governance Group determine is necessary to enable the preparation of the performance report that is free from material misstatement, whether due to fraud or error.

In preparing the performance report, the Governance Group are responsible on behalf of the entity for assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Governance Group either intend to liquidate the entity or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the performance report is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (NZ) and ISAE (NZ) 3000 (Revised) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this performance report.

As part of an audit in accordance with ISAs (NZ) and ISAE (NZ) 3000 (Revised), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the performance report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of the use of the going concern basis of accounting by the Governance Group and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the performance report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the performance report, including the disclosures, and whether the performance report represents the underlying transactions and events in a manner that achieves fair presentation.
- Perform procedures to obtain evidence about and evaluate whether the reported outcomes and outputs, and quantification of the outputs to the extent practicable, are relevant, reliable, comparable and understandable.

We communicate with the Governance Group regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Restriction on Distribution and Use

This report is made solely to the entity's members, as a body. Our audit work has been undertaken so that we might state to the entity's members those matters which we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the entity and the entity's members, as a body, for our audit work, for this report or for the opinions we have formed.



William Buck Audit (NZ) Limited

Auckland
20 November 2019