



RESULTS BASED ACCOUNTABILITY REPORT

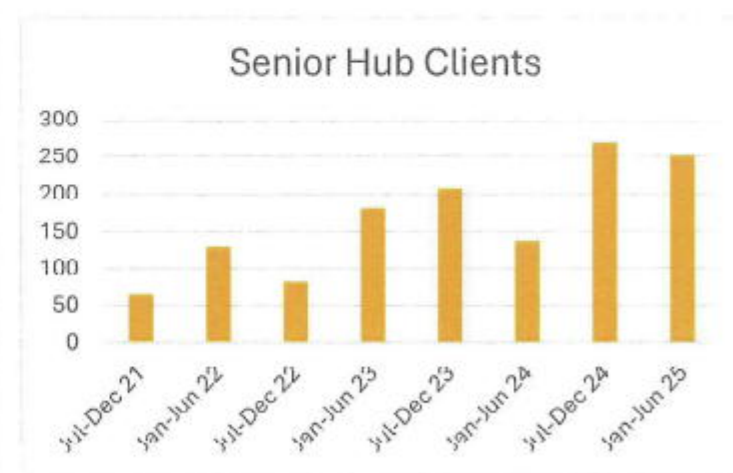
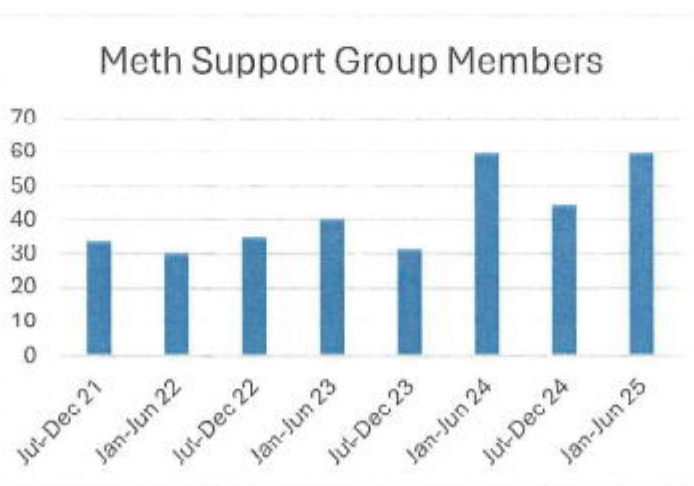
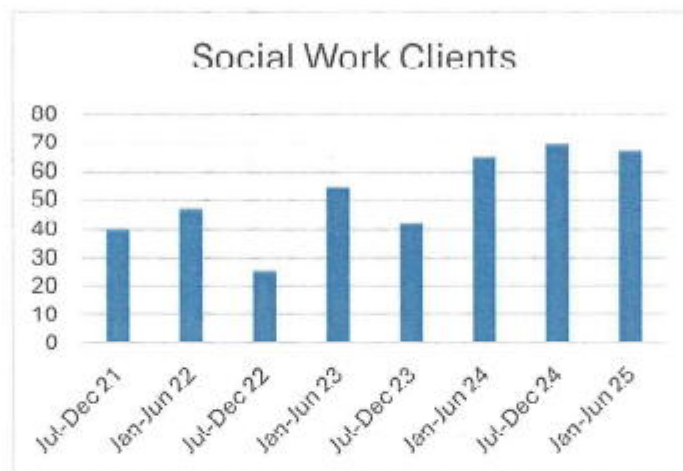
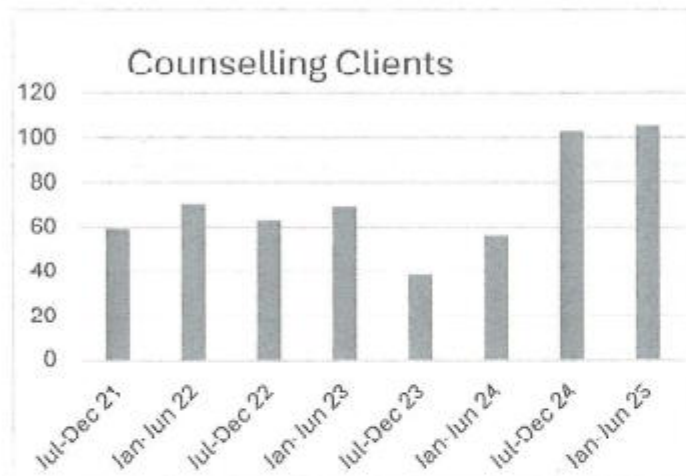
1 July 2024 to 30 June 2025

- Performance Measures - Data
- Performance Measures – Report
- RBA Schedule
- Financial Report



Manchester House

Services at a glance - 31 December 2024 to 30 June 2025



Manchester House Social Services
Results Based Accountability Narrative Reporting
December 2024 to 30 June 2025

Describe the key factors impacting on the performance measures.

General

Manchester house has continued to provide much needed assistance to our community over the period.

Grants

Manchester house has been successful in obtaining a few multiyear grants which will enable us to continue to provide much needed services to our community.

Resignations/Replacements

A replacement for the EM role (Ann's) role is about to be readvertised as there were no suitable applicants in the first round of interviews.

The Family Support Role (Robyns role) will be advertised shortly. Manchester House will be looking for a qualified, registered, Social Worker/ Manager to fill this position. Robyn leaves on the 23rd of December.

Counselling

Our counselling team has remained busy over the period. Although we now have a full contingency of counsellors, we are still having to run a small waiting list as demand outstrips supply.

Social Work

Our Social Work clients dipped slightly in the last period due to one Social Worker being on sick leave for a month. Our Social Workers are still not back to our full contingency, so demand is still outstripping our ability to supply hence the reason why we are running a small waiting list for this service.

Budgeting (Building Financial Capacity (BFC)-Budgeting)

Our Financial Advisors have been busy over the last period. Although the figures have reduced overall this has been because one staff member went on maternity leave and her replacement is working less hours than her predecessor.

Advocacy for housing, with power companies and WINZ is increasing.

Foodbank (includes Seniors Foodbank)

Foodbank

There is an ever-increasing demand for food from our community. We have seen an 9% increase for food parcels over the last financial year from 580 food parcels to 632 which is an average of 53 food parcels a month.

The number of food contributions from the community has decreased as the cost-of-living bites and money becomes tighter. This will mean we will have to increase the amount of food we are buying to sustain our foodbank.

Food recovery

Manchester House food recovery relies heavily on our local community, supermarkets, the business community and our community garden.

The recovered food part of our business has increased by 25% over the last three years with over 8300 people collecting food from our Aorangi Street Hub this last financial year.

Methamphetamine/Addictions Group

The addictions group has continued to support people with addictions in the community. Currently we are seeing an increase in new members attending the group.

Senior Hub

The Senior Hub continues to offer lots of activities and exercise classes.

The exercise classes have been extremely successful with an increase in attendances of 25% over the last year. We currently offer 6 exercise sessions per week, including seated weights, and body balance

Community Garden

Our community garden has continued to provide much need fresh produce for our sharing table. As the current garden shed is somewhat dilapidated, we are hoping to purchase and install a new one within the next couple of months.

Briefly describe any ideas or approaches you may have to improve or accelerate your performance.

We have been successful in obtaining a grant to increase counselling hours. These hours will specifically be used to assist Seniors. Seniors do not often ask for help so providing a counsellor based in our Senior Hub on a regular basis removes any barriers for Seniors to access this service.

Due to the increasing demand our financial advisor have changed the way they assist clients requesting food parcels. Routine appointments are no longer booked on Mondays as this day is the day there is the highest demand for food parcels. People requesting food parcels are referred to a financial advisor in the first instance to see if they can reduce clients reliance on food parcels.

Please provide a detailed explanation of any non-reporting or variances in reporting against the contract.

Is there anything else that you need to bring to our attention?

Do you have a success story that you would like to share? (This may include a case study, video clip, presentation or other).

Golf Tournament

Manchester House staff ran a very successful Golf Tournament in April 2025. The tournament was well supported by local businesses and the community and raised over \$9,000 which will go towards ongoing operational costs.



Manchester House Social Services Data Template

Performance Measures	01 Jul-31 Dec	01 Jan-30 Jun	Total 01 Jul-30 Jun
How much: Quantity of effort			
Total # active clients (individuals)	532	485	
# Meth Support Group Sessions delivered	25	24	49
# clients (individuals) who engage in the Meth support group	44	59	103
# clients who engage for budgeting support services in the reporting period	116	71	187
# budgeting support sessions delivered	475	384	859
# new counselling clients who receive intervention	45	70	115
# total counselling clients receiving intervention	103	105	208
# counselling sessions delivered	433	441	874
# clients who request emergency food parcels (denominator - A47)	319	336	655
# clients (seniors aged 65+) engaged in the Senior Leisure Centre	269	250	519
# activities delivered to seniors	153	152	305

How Well: Quality of effort			
# clients who answered the client satisfaction question in the survey (denominator)	265	311	576
# clients who were highly satisfied OR satisfied with the service and support they received (numerator)	233	271	504
% clients who were highly satisfied OR satisfied with the service and support they received	88%	87%	88%

Better Off? Effect of effort			
# clients (Meth Group Support) who answered the 'learned new strategies' question in the survey (denominator)	15	15	30
# clients (Meth Group Support) who strongly agree OR agree they learnt new strategies to help manage their addiction (numerator)	15	14	29
% clients (Meth Group Support) who strongly agree OR agree they learnt new strategies to help manage their addiction (SK,S)	100%	93%	97%
# clients (Meth Group Support) who answered the 'support network' question in the survey (denominator)	15	15	30
# clients (Meth Group Support) who strongly agree OR agree they now have a positive support network as a result of engaging in the Group (numerator)	15	13	28
% clients (Meth Group Support) who strongly agree OR agree they now have a positive support network as a result of engaging in the Group (AO,S)	100%	87%	93%

# clients who answered the survey (Meth Group Support) eligible to be counted for their participation in Meaningful activities since starting the Meth Support Group i.e. They have regularly attended group sessions in this reporting period. (denominator)	15	15	30
# clients (Meth Group Support) who evidence/confirm their participation in meaningful activities - paid or unpaid since starting the Meth Support Group (numerator)	14	13	27
% clients (Meth Group Support) who engage in meaningful activities - paid or unpaid since starting the Meth Support Group (BC,O)	93%	87%	90%
# clients who answered the survey (Meth Group Support) eligible to be counted for their engagement with other services i.e. They have regularly attended group sessions in this reporting period (denominator)	15	15	30
# clients (Meth Group Support) who evidence/confirm their engagement with other services to support and enhance their wellbeing to live a drug-free lifestyle (numerator) For example; Services or programmes that support Mental, emotional, physical, religious and/or cultural wellness. i.e. Doctors, parenting programmes, kapa haka, gyms, counselling, rehabilitation and detox etc.	15	10	25
% clients (Meth Support Group) who engage with other services to support and enhance their wellbeing to live a drug free and healthy lifestyle (CC,O)	100%	67%	83%
# clients (Budgeting support) who answered the 'budgeting skills' question in the survey (denominator)	80	97	177
# clients who strongly agree/agree they learnt new skills and knowledge about budgeting and setting positive financial goals (numerator)	26	30	56
% clients who strongly agree/agree they learnt new skills and knowledge about budgeting and setting positive financial goals (SK,S)	33%	31%	32%
# clients (Budgeting support) who answered the 'personal finances' question in the survey (denominator)	80	97	177
# clients who strongly agreed/agree they feel more confident to manage their personal finances as a result of budgeting support at Manchester House (numerator)	35	42	77
% clients who strongly agreed/agree they feel more confident to manage their personal finances as a result of budgeting support at Manchester House (AO,S)	44%	43%	44%
# clients (Budgeting support) that presented with debt on engaging with the service (denominator)	80	97	177
# clients (Budgeting Support) who were able to decrease their debt as a result of engaging in the service (numerator)	25	29	54

% clients (Budgeting Support) who presented with debt, were able to decrease their debt as a result of engaging with Budgeting Support (CC,O)	31%	30%	31%
# clients who requested and received an emergency food parcel (numerator)	308	324	632
% clients who received an emergency food parcel in the reporting period (CC,O)	97%	96%	96%
# clients (Seniors) who answered the 'connected' question in the survey (denominator)	120	26	146
# clients (Seniors) who strongly agree/agree they feel more connected as a result of engaging in the Senior Leisure Centre activities (numerator)	120	24	144
% clients (Seniors) who strongly agree/agree they feel more connected as a result of engaging in the Senior Leisure Centre activities (AO,S)	100%	92%	99%

Schedule 1

Name of service, programme or initiative			Manchester House Social Services					
Funding Amount			\$60,000 per annum					
Term of contract			3 years					
Direct Client/s			Individuals who receive support services from Manchester House					
Funded Activities and Goals			<ul style="list-style-type: none"> • Meth Support Group activities • Emergency Food Bank • Budgeting Support • Counselling • Senior Leisure Centre 					
		QUANTITY OUTPUTS	QUALITY OUTPUTS	SKILLS & KNOWLEDGE	ATTITUDE & OPINION	BEHAVIOUR CHANGE	CIRC. CHANGE	POPULATION OUTCOMES
Service component	Direct Clients	How much	How well	Better Off				
Social Support Services	Individuals	Total # active clients	% clients ⁱ report they are highly satisfied/satisfied ⁱⁱ with the support and service they received					
	Individuals who	Total # attendees ⁱⁱⁱ at						

	engage in Meth Support Group	Meth support group						
		# Meth support group sessions delivered		#/% clients who strongly agree/agree ^{iv} they learnt new strategies ^v to help manage their addiction as a result of attending the support group	#/% clients who strongly agree/agree they now have a positive support network as a result of engaging in the programme	#/% clients who engage in meaningful activities - paid or unpaid, since starting the group programme	#/% clients who engage in additional support services ^{vi} to support their wellbeing	Hinengaro – We are lifelong learners
Budgeting Support	Individuals who engage in the budgeting support	# clients who engage for budgeting support services		#/% clients who strongly agree/agree they learnt new skills and knowledge about budgeting and setting goals ^{vii}	#/% clients who strongly agree/agree they feel more confident to manage their personal finances		#/% clients that presented with debt, who were able to decrease their debt as a result of engaging in budgeting support	Hinengaro – We are lifelong learners

		# budgeting sessions delivered						
Counselling services	Individuals who engage in counselling	# clients who engage in counselling						
		# 1-1 counselling sessions delivered						
Emergency Food Bank	Individuals who engage for foodbank support	# requests for emergency food parcels					#/% clients who receive emergency food parcels ^{viii}	Whānau - We are actively engaged
Senior Leisure Centre	Individuals – seniors aged 65+	# clients (seniors)			#/% seniors who strongly agree/agree they feel more connected as a result of engaging in the Leisure			Whānau - We are actively engaged

					Centre activities			
		# activities delivered to seniors						

ⁱ Clients are individuals who engage in any programmes or services as outlined in this schedule

ⁱⁱ Note; 5point likert scale from highly dissatisfied to highly satisfied

ⁱⁱⁱ Attendees = individuals who attend 1 or more sessions. Each individual is only counted once.

^{iv} Note; 5point likert scale from strongly disagree to strongly agree

^v Strategies = to be defined by the entity. Do they use a specific model or framework as part of their support group discussions?

^{vi} Additional support services are linked to overall wellbeing, and awareness of the associated impacts of addiction on clients emotional and physical wellbeing.

^{vii} Skills and knowledge topic linked to financial literacy. Example measure only. Other topics could include managing income, spending, managing debt, meeting basic needs etc.

^{viii} Objective piece of data – it did or did not happen. Circumstance Change.



**Manchester House Social
Services Society Inc.**

52nd

ANNUAL REPORT

2024-2025





VISION

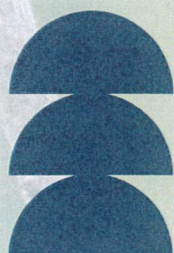
Resilient individuals and families empowered to respond to change.



MISSION

Manchester House provides support and services, to empower people with a sense of personal and social wellbeing, to confidently take their place in the community.

OUR MISSION





Thank you

Heartfelt Gratitude to Our Supporters

We extend our deepest thanks to all our funders, donors, and sponsors. Your support has been invaluable to our community.

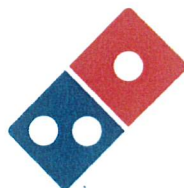
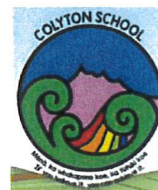
We would like to take this moment to sincerely express our gratitude to our amazing donors for their ongoing and generous contributions to our work within this community. Your support is essential as Manchester House strives to assist individuals and families during crises and challenging times in their lives. Our vision is to keep our community safe, stable and resilient, and it is only with your donations whether financial, in goods and services, and/or various other contributions which enables us to effectively guide individuals and families through their challenges.

We are particularly grateful to our founding churches for their unwavering support over the years. A special thank you also goes to all the other community churches, schools, businesses, councils, and service groups whose diverse contributions empower us to make a positive impact for those in need.

Lastly, we want to acknowledge our incredible team of volunteers, who dedicate their time, knowledge, expertise and energy to all four of our centers. We are truly thankful for their continual support of our shared vision for a safe and stable community.

Thank you to all our supporters from Manchester House Social Services.





SOCIAL SERVICES

Counselling
Social Work
Addiction Support
Financial Mentors
Foodbank
ASD Group

reception@mhss.org.nz

68 AORANGI ST
FEILDING
06 3237191

SENIOR HUB

Senior based
programmes

seniorservices@mhss.org.nz

14 BOWEN ST
FEILDING
06 323 2410

OP SHOP

Making
old things
new again

opshop@mhss.org.nz

96 FERGUSON ST
FEILDING
06 323 5434



ASAP

Before & After
School
Activity
Programme

asap@mhss.org.nz

9 GREY ST
FEILDING
0211062937



www.manchesterhouse.co.nz



Number of
Social work
visits

962



Number of
Counselling
visits

691



Number of Building
Financial
Capabilities visits

682



Number of people
collecting
recovered food

9173



Total Number of
Distributed Food
Parcels

632



Number of
Visitors at the
Senior Hub.

12555



Number of
people seeking
information

8300



MANCHESTER HOUSE 2024-2025 AT A GLANCE

Vision

Resilient individuals and
families empowered to
respond to change

Mission

Manchester House provides
support and services, to
empower people with a sense
of personal and social
wellbeing, to confidently take
their place in the community



Attendances at
Addiction Support
Group

667



Number of Children
attending ASAP
(After School Activity
Programme)

270



Number of
volunteers

30



Op Shop profits
directed towards
Social services

\$33,138

125



ASD Support
group



563 KG

The number of kilos produced/
distributed into our community
from our Community garden

82



People
Attended our
Christmas
Lunch 2024

Manchester House Social Services Society (Inc)

Notice of Annual General Meeting

To be held at the Senior Hub, 14 Bowen St Feilding on Wed Oct 29th 2025, commencing at 6:30pm

AGENDA

1. **Opening the AGM** Chair Dave Scammell
2. **Karakia**
3. **Welcome and Apologies**
Attendance Register circulated
4. **Minutes of the previous AGM Wednesday 30th October 2024**
Moved: Seconded:
5. **Presentation of Annual Reports**
 - a. Chair
 - b. Executive Manager
 - c. Finance"That the above reports be received."
Moved: Seconded:
6. **Election of Board Members**
Nominations have been received for two Board vacancies David Scammell and Steve Tatton
As there are no other nominations, David Scammell and Steve Tatton are declared duly elected to fill the vacant positions:
7. **Appointment of Honorary Solicitor:**
"That Jane Signal be reappointed as the Honorary Solicitor."
Moved: Seconded:
8. **Appointment of Auditor:**
"That Auditlink Ltd be appointed as the auditor for the forthcoming financial year."
Moved: Seconded:
9. **Amendment to Constitution (Quorum for General Meetings) the Incorporated Societies Act 2022**

In recognition of the issues the current Constitution presents relating to the quorum requirements for Members' General Meetings the MHSS Board has proposed the following amendment to be voted on at this years AGM to be held on 29th October 2025

That Clause 18 of the Constitution be amended by deleting the words:

"Half of the membership of the Society and Governance Board shall constitute a quorum."

and substituting with:

"The quorum for any General Meeting of the Society shall be the greater of 10 financial members or 10% of the total membership of the Society. The Governance Board shall set the quorum for any Sub-Committees and Working Parties it establishes."

Moved: Seconded:
10. **Introduction of newly appointed Executive Manager**
11. **Any other Business:**
12. **Close of Meeting**

Light refreshments will be served after the meeting.



MANCHESTER HOUSE

Te Whare O Manchester Social Services Society Inc

ANNUAL GENERAL MEETING

Senior Hubb, 14 Bowen Street, Feilding
Wednesday 30 October 2024 at 6.35pm

Present: Trust Board: Ann Williamson (Executive Manager), David Scammell (Chair), Harvey Bell, Peter McKenzie, Garry Rose, Rod TeWhatu, Tom Gilchrist, Dianne Wildbore (Minutes),

Others signed in: Linley Scammell, Nigel Ramsden, Helen Worboys, Robert Elder, Robyn Duncan, Jan Thomson, Alison Short, Tony Chapman, Rosalie Stead, Margaret Townsend, Lindsay & Margaret Taylor, Pip Scholte

KARAKIA: Peter MacKenzie – reflected on the origins and traditions of **Halloween**. Manchester House is like a Halloween pumpkin with a light shining out. The pumpkin was needed to feed people, to get through Winter – the promise of hope to a people in darkness. We acknowledge the fruitfulness of what we do as a service to the Community.

WELCOME: Ann Williamson welcomed all to the meeting.

APOLOGIES:

Board: Jason Smith, Steve Tatton, Kathryn Graham

MDC Counsellors: Grant Hadfield, Colin Mc Fadzean

Other: Suze Redmayne (MP Rangitikei), Sarah Gilbertson (Feilding Promotions), Glen Coogan, Helen King, Janine Hawthorn, Jo Berrington- Hince, Ian McKelvie, Bobbie & Lindsay Nicholls

The Chair called for a minute's silence to *acknowledge the passing of MHSS supporters in the past year, in particular, John McDonald a long-time supporter of Manchester House.*

That the Apologies be accepted.

MOVED: David Scammell. **SECONDER:** Harvey Bell **CARRIED**

MINUTES of the 2023 AGM, Wednesday 19th November 2023:

The minutes were circulated in the 2023-2024 Annual Report.

That that the Minutes of the 2023 AGM as read be approved.

MOVED: Dave Scammell **SECONDER:** Peter McKenzie **CARRIED**

Matters Arising: Nil

PRESENTATION OF ANNUAL REPORTS:

Chairperson's Report – David Scammell read through his comprehensive report, circulated as part of the 2023-2024 Annual Report.

Some highlights noted and thanks expressed:

- MHSS continues to provide a strong support to those in the community needing a help out.

- Even with the challenges encountered, an operating surplus of \$102,463 was reported. The Op shop and ASAP have provided 43% of the income (up from 37% in 2022-2023), whilst reliance on Government funding has dropped from 51% to 41%.
- Thanks was expressed to Harvey and Belinda for their constant tracking of financial position through the year
- Changes to the Constitution – appreciation expressed to Peter MacKenzie and Tom Gilchrist for the significant amount of work carried out by them.
- Demand for services remains high in all areas. Ann Williamson (Executive Manager), Robyn Duncan (Social Services Centre Manager), Sandra Hirst (Senior Hub), Megan Gowan (Op Shop) and Vicki Hetterscheid (ASAP) thanked for their strong contributions to make it the successful organisation it is today.
- Manawatu District Council, Manawatu Community Trust, Jane Signal (Honorary Solicitor), Stuart Cambell (Wheeler Campbell Accountant) and Viv Cotton (BDO) thanked – their support is critical
- The continuing support of the Methodist Church's halls and grounds enables us to provide the ASAP service at a manageable cost.
- The invaluable contribution of the Volunteers, and the continued support of the Board.
- A special note of thanks expressed to Bobbie Nicholls who has stepped down after 6 years on the Board.

That that the Chairman's Report be received by the meeting.

MOVED: Dave Scammell

SECONDER: Rod TeWhatu

CARRIED

Executive Manager's Report – Ann Williamson read through her detailed report, circulated as part of the 2023-2024 Annual Report, outlining the extensive services provided by MHSS.

Some highlights:

- Reflection on a saying: '*Resilience is staying the course through a storm but growth is charting a new course*'. Manchester House has endeavored to achieve this post-Covid.
- Being awarded the Ministry of Social Development Building Financial Capability (Budgeting) government tender for the Manawatu area.
- The Oranga Tamariki contract re-signed and confirmed for the 2023-2026 period, with no changes.
- MH 2023 Christmas Parade float, a successful first-time event.
- Thanks, expressed to Feilding Oroua Rotary for their support with the community garden and of manager Pip Scholte, producing 325kg of fresh vegetables in its first year, for the recovered food table. Extension of the Woolworths contract for daily collection of 'best used by' dated food, has added to food availability.
- A contract with VTNZ for driver testing based at Aorangi Street – promotes MH to a different audience
- Hato Hone St John's provided an AED for external entrances at 68 Aorangi Street, and delivered pro-bono the full first aid course to 21 staff and volunteers.

That that the Executive Officer's Report be received by the meeting.

MOVED: Harvey

SECONDER: Garry Rose

CARRIED

Financial Report – a PowerPoint presentation, presented by Harvey Bell

- Total revenue 1,567,028
- Total expenditure - 1,464,565
- \$102,463 surplus
- Operating costs were 1.46 million up from 1.38 million in 2023 largely due to cost-of-living wage increases

To note- budgeted for a loss but tracking for zero. A strong result, thanks to Ann, – Harvey & Belinda.

That the Financial Report be received by the meeting.

MOVED: Harvey Bell **SECONDER:** Rodd TeWhatu **CARRIED**

Election of COMMUNITY MEMBERS to Manchester House Board:

Nominated: Jason Smith and Tom Gilchrist.

As there are no other nominations, Jason Smith and Tom Gilchrist are declared duly elected to fill the vacant positions.

Election of Chair: Harvey Bell moved that Dave Scammell to continue as Chairperson. **AGREED**

APPOINTMENT of Honorary Solicitor:

That Jane Signal of MacIntosh and Signal be re-appointed as Honorary Solicitor for Manchester House Social Services for the coming year.

MOVED: David Scammell **SECONDER:** Tom Gilchrist **CARRIED**

APPOINTMENT of Auditor:

That BDO Ltd (Binder Dijker Otte) be appointed as Auditor for Manchester House Social Services for the forthcoming financial year.

MOVED: Dave Scammell **SECONDER:** Harvey Bell **CARRIED**

CONSTITUTION REREGISTRATION requirements per the Incorporated Societies Act 2022:

"That the members of Manchester House Social Services Society (Incorporated):

- i) Hereby adopt the new Constitution as presented at this meeting or any adjournment thereof, which has been drafted to comply with the requirements of the Incorporated Societies Act 2022
- ii) Authorise the Board to take all necessary steps to re-register the Society under the Incorporated Societies Act 20200 with the new Constitution
- iii) Resolve that upon successful re-registration all its operations, assets, liabilities, and obligations shall be assumed by the re-registered Society
- iv) Authorise the Board to take all necessary actions to give effect to this resolution, including but not limited to executing any required documents and making any necessary filings with relevant authorities."

MOVED: Dave Scammell **SECONDER:** Harvey Bell **CARRIED.** Approved unanimously

Background:

- The changes required are Government defined and to be in place by mid-2025.
- One of the changes is regarding representation from churches who may make an appointment to the governance board. Currently two members must be appointed, changing to may appoint one person.
- The Elected board chooses the chairperson at first Board meeting after the AGM – not at the AGM.
- All paid-up members have the right to ask for information at any time, and a Dispute Resolution process is now in place.
- Acceptance by the Incorporated Societies website indicates acceptance of the Constitution

OTHER BUSINESS / COMMENTS:

Robert Elder – St Mark's Church

- sees ASAP as part of their outreach. They continue to be happy to support this venture at minimal rent. 70+ families supported, with 80-100 for afternoons, 50+ mornings attending each week at ASAP. Although we struggled through Covid times, we are now doing well. Fees have increased 3 years running but we are still competitive with our fees being below another franchise operating in Feilding. There is a facility to ensure struggling families are helped.
- Community garden is a bonus

Alison Short, on behalf of Council, thanked MHSS for the continued support to our community

The meeting closed at 7.20pm.

APPROVED:.....
(Chairperson)

DATE:

Manchester House

Te Whare O Manchester
Social Service Society Inc



29th October 2025

Annual General Meeting

2025 Manchester House Social Services Society AGM Chairman's Report

Dear Members

Throughout the last 12 months Manchester House has provided essential social services to our local community. We continue to hear through the media about the cost-of-living crisis and at MHSS we have seen first-hand the financial and emotional stress that this has caused our community. As always it is the less fortunate amongst us that bear the brunt of the hardship. The current environment amplifies underlying hardships and inequities and makes the work that we do unfortunately more essential than ever.

Our ability to operate sustainably in such a testing environment required careful management. I would like to acknowledge the continued support of our many partners; grant suppliers and donors without whose support we would not have been able to supply the services that were so sorely needed. At the beginning of the year, we had a budgeted deficit of \$128,950 which was clearly not sustainable. Through close and careful management along with the generosity of our funding partners and the strong performance of our "Social Enterprises" (Op Shop and ASAP) we managed to reduce this to a deficit of \$76,013 by the end of the year. This has been funded out of our reserves and measures have been put on place to bring us back into surplus this year. It is important for the Society to remain in a strong financial position so it's able to provide the required support for those in need and to work towards our vision and mission. Harvey Bell (Board Treasurer) will have more details in his Financial Report.

I would particularly like to thank the Manawatu District Council for their continued support through the Priority Funding, Horizons, Lotteries, ECCT and the various trusts for their generous contributions. We would not have been able to provide our full range of services without your support. Also, thanks to the Methodist Church for helping us provide an ideal home for ASAP.

This will be the final AGM with Ann Williamson leading the organisation and I would like to sincerely thank Ann for her contribution to Manchester House over the last seven years. As the Executive Manager Ann has led the organisation through some tough times not the least of which was the COVID pandemic in 2020. I'll miss her seemingly boundless energy and positive attitude in getting things done. We wish Ann well in her retirement. I can't imagine her sitting still for long. I'm sure that John is preparing to be busy.

With Ann leaving I'm pleased to announce that a successor has been found to take over where Ann has left off. Belinda Morgan will be taking on the role of EM from the 3rd of November. Belinda has been with MHSS for over seven years and has an in-depth knowledge of all aspects of the society. The Board was pleased to receive Belinda's application and is looking forward to working with her in achieving the society's vision and mission.

I would like to thank the rest of the MHSS team for their hard work and dedication over the last year. The Op Shop continues to thrive and I get many comments on Megan's wonderful window displays. ASAP remains profitable and Vicki and her team do wonderful job in providing a happy and safe environment for the children. A special mention for the hard work that was carried out in painting the hall in the short week between Easter and ANZAC day. A huge effort, well done. Thanks also to for Robert Elder for supplying the scaffolding. Sandy and Lee have run a very successful programme at the Senior Hub, with the exercise classes especially, becoming legendary.

The demand for services at the Social Services Centre continues to grow. A child therapy room was added to our already extensive list of services and Robyn and her team do an amazing job helping those in need through our Social Workers, Counsellors, Budgeters, Supervised Access and Foodbank. Robyn has announced her retirement at the end of the calendar year and things just won't be same without her. Her contribution to our community has been immense. Thankyou too to all our volunteers. We couldn't do it without your help.

Finally, I would like to thank the Board, Harvey, Peter, Steve, Cathy, Tom, Garry, Rod and Jason for your help and support over the year. With the Board meetings, various sub committees and operational duties to carry out, you have all been very generous with your valuable time and it is greatly appreciated. Also, to Dianne for making sense of what's being said and condensing our Board discussions into meaningful minutes.

The challenges for our community remain and it is comforting to have MHSS in a strong position to help build the resilience necessary in those in need to overcome those challenges and thrive.

Dave Scammell
Chair Board

MANCHESTER HOUSE

Te Whare O Manchester
Social Services Society Inc



Vision: Resilient individuals and families empowered to respond to change.

Mission: To provide support and services, to empower people with a sense of personal and social wellbeing, to confidently take their place in the community.

Annual General Meeting 29th October 2025

Executive Managers Report 2025

Ann Williamson

Tena Koutou Katoa

Thank you for your attendance this evening for this Fifty-Second Annual General Meeting.

I refer frequently to the Mission and Vision of Manchester House Social Services Society Inc. as it is these words that underpin all decisions made and demonstrate the who, what and the why which drives the direction and strategies of Manchester House.

The four MH services work extremely hard to be mission effective. Social services acknowledge the factors that influence individual and community well-being. For Manchester House it is providing free on-demand walk-in services for example, immediate food support but also financial mentoring or the Senior Hub exercise and social programmes catering for the active senior as well as the socially isolated. The two social enterprises, Op Shop and ASAP (Before and After School Programmes) not only provide financial support but also address the environmental concerns of recycling and upcycling while ASAP provides a safe place for children while parent's work.

In the 2024/2025 year there were a number of key influential milestones. Funding successes include the Sutherland Self Help Trust who provided funding to convert the Whanau Room into a Child Therapy/Playroom. This has provided a child friendly, fun and comfortable area for play therapy. The Service Clubs of Feilding Oroua Rotary and Lions have been very generous to support us in a number of projects from supporting individuals, to the community garden and the ASAP van which had a major mechanical fault. The Senior Hub has also been helped by the RSA and Lions to purchase 'easy-to-move' stack-away tables.

A new priority funding contract was signed with the Manawatu District Council from 2025 – 2028. This is very important to have the mutual support from the Council for social services and the Senior Hub. Also, a three-year partnership contract was signed with Eastern Central Community Trust, this has been a major achievement to have the ongoing social services financial support.

The staff and I worked our way through, and received approval, of the biennial Social Service Accreditation which demonstrates the organisation's ability to provide safe quality services and to remain eligible for the government contracts from Ministry Social Development, Oranga Tamariki and the Ministry of Justice.

Final Wage Holiday Leave remediation documentation was approved from the Department of Labour and notification to current and non-current employees commenced. Recovered food contracts from Woolworths and BP stations has had a marked positive impact for supporting food security within the Feilding & Districts community.

MH Social Services had visits from the Minister of Police, Mark Michell, Rangitikei MP Suze Redmayne and the Minister of Mental Health and Addictions, Matt Doocey. These visits have emphasized the collective services offered by Manchester House for cliental.

We have put an emphasis on a number of strategic issues this year. The first was signing the extended lease agreement until 2027 of the property at 14 Bowen Street, the Senior Hub, with the Manawatu Community Trust. Also, the ongoing lease assurance Manchester House has with St Marks Methodist Church where the ASAP Centre is situated and the Manawatu District Council lease of the Eyre St building which provides much needed storage.

In the past 2024 2025 year we have said goodbye to staff members and welcomed newcomers to the Manchester House family. The contributions of expertise and time by all employees and volunteers, including the Board, is remarkable and is the reason why Manchester House moves forward confidently, so I give thanks to all those for the past years' work you have all performed.

Of course, the resignation of Robyn Duncan as Social Services Centre Manager is one of importance and change. Robyn has given 16 nearly 17 years of prominence and commitment, not only for Manchester House but also for all the individuals and families supported over this time. So, on behalf of all the staff and Board I thank you for your hard work, Robyn, as well as our immense appreciation for your dedication and the valuable contributions you have made for Manchester House and the community of Feilding and Districts.

It has been an honour to personally work alongside you, as we have journeyed together.

Finally, I also say goodbye to Manchester House as the Executive Manager. I made a promise in 2018 to lead the organisation so that Manchester House remains the highly professional support to the community. At times. It has been personally challenging however I leave with immense pride in what has been achieved in the last nearly eight years by all the staff and volunteers.

The new Executive Manager, Belinda Morgan you will be pleased to welcome, and she will lead the organisation through the challenges of not-for-profit social services.

I thank you again

Ann Williamson

Performance Report

Manchester House Social Services Inc
For the year ended 30 June 2025

Prepared by Wheeler Campbell

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Entity Information

Manchester House Social Services Inc For the year ended 30 June 2025

Legal Name

Manchester House Social Services Society Incorporated

Reporting Entity

Manchester House Social Services Society Inc is an Incorporated Society, registered under the Incorporated Societies Act 2022 and is a registered charity with Charities Services.

Registration Numbers

Societies: WN/21871.1

Charities: CC28355

Vision & Mission

Vision: Resilient individuals and families empowered to respond to change.

Mission: To provide support and services, to empower people with a sense of personal and social wellbeing, to confidently take their place in the community.

Volunteers and Donated Goods or Services

Volunteer services are essential in significant areas of our organization for the Opportunity Shop, Senior Services and the Social Service Centre.

The MHSS Governance Board members are all volunteers who contribute their time and expertise to ensure the organisation is strategically and fiscally effective, efficient and stable. Number of volunteers is 30 (Op Shop/Senior Centre and Board).

Fellding & Districts Communities, businesses and individuals are very supportive and generous with financial donations plus goods and services to Manchester House Social Services. These include provisions for the foodbank, necessities for families in need and in addition to donated clothing, furniture and bric a brac providing goods for sale at the Op Shop which supports the social services.

Entity Structure

Governance

All elected MHSS Board members 2024/2025 are members of the Society as per the Constitution and assist the Society in the attainment of its purpose through the Vision and Mission. The term of office is three years with a maximum limit of three consecutive terms

The Anglican Parishes of the Oroua District, Fellding-Oroua Methodist Parish and the Fellding Oroua Presbyterian Parish may appoint one person directly to the governance board.

Community members, who provide professional and community based capabilities are nominated and elected from the urban and rural communities

Management

Employees = FTE 20



Entity Information

The Management team: Executive Manager, Accounts Manager and four Service Centre Managers. Along with a Funding Applications Manager and Sponsorship Coordinator.

Executive Manager - Responsible to the Manchester House Social Services Inc. Board.
Manchester House Social Services Inc. has continued to offer social services and employs the Social Enterprise business model for the Op Shop and Before & After School Centre.

Other Entities Controlled by the Entity

Manchester House Property Trust

Additional Information

2024-25 has been a year of building and strengthening both our internal capacities and our external connections to the community. Affordable housing and Mental Health continue to be the major factors contributing to the demand for services. The dedication, experience and skills of the Manchester House employees and volunteers have been an invaluable resource for the community and Manchester House strives to respond and adapt to the changing economic landscape.

MDC local government Priority Funding contract was in its final of three years. This contract has been restructured and after extensive consultation, has been approved for a further 3 years. Changes to government contracts have continued to be discussed and look to be rolled out in the 2025-26 financial year.

The Senior Hub has continued to grow its client base and is further developing the social good created by the various programs it offers the community, especially the senior exercise sessions which encourage beneficial health options.

The two social enterprise businesses: ASAP and the Op Shop are both experiencing economic impacts. The Op Shop has seen an increase in sales. This is purported to be a response to the increase in living costs coupled with a proactive drive for donations from the community. While ASAP has been greatly impacted by another minimum wage increase which resulted in a fee increase to maintain its profitability.

The partnership with Feilding Oroua Rotary Service group has enabled the expansion and development of the Brian Mead Memorial Community Garden which has greatly contributed to the fresh produce being offered to the community.

Location of Services

- Social Service Centre, 68 Aorangi St, Feilding, 06 323 7191
 - Services: Social Work, Family Support, Counselling, Building Financial Capability (Budgeting), Food Bank, Court Ordered Supervised Contacts
 - Programmes: Meth/Addictions Support Group & ASD Support Group (Autism Spectrum Disorder)
- Senior Hub, 14 Bowen St, Feilding, 06 323 2410
 - Programmes: Exercise, Taxi Mobility assessments, Computer literacy and Recreational courses
- ASAP (Before & After School Programs & Holiday Programmes), 9 Grey St, Feilding, 06 323 6470
 - Social Enterprise
- Op Shop, 96 Fergusson, St Feilding, 06 323 5434
 - Social Enterprise



Entity Information

Contact Information

Manchester House Social Services Society Inc
68 Aorangi Street, Feilding 4702
PO Box 349, Feilding 4740
P: 06 323 7191
E: reception@mhss.org.nz
W: www.manchesterhouse.co.nz

Accountants

Wheeler Campbell Chartered Accountants Ltd
Feilding
<https://www.wcca.co.nz>

Auditor

AuditLink
Palmerston North
www.auditlink.co.nz



Statement of Service Performance

Manchester House Social Services Inc

For the year ended 30 June 2025

Description of medium to long term objectives

Manchester House Social Service Society Inc provides integrated services to all sectors of the community of Feilding and Districts by delivering the Vision and Mission of Manchester House.

1. Manchester House Social Services: Delivered an on-demand/walk-in, referral service to the community through Social Work, Family Support, Counselling, Building Financial Capability (Budgeting), Court Ordered Supervised Contact contract, Food Bank- including to the community food relief boxes, Woolworths best before dated goods and Community Garden produce.

As well as delivery of Programmes: Meth/Addictions Support Group and ASD Support Group (autism spectrum disorder).

2. Senior Hub: Delivered services to Feilding and Districts Seniors through programmes and activities with the outcome of reducing isolation and loneliness by offering a place of belonging, purpose and social connection.

Programmes & Contract: Elder Abuse Prevention, Exercise, IT computers tuition, Total Mobility Assessments, Entertainment, Social gatherings/Discussion groups.

3. Op Shop and ASAP & Holiday programme generate revenue as well as services to the community through the social enterprise businesses.

4. Community Engagement and communication to ascertain trends and gaps in services as well as to focus on local solutions for and by local people, through partnership.

5. Working with Central and Local Government through contract outcomes and to enlist the support of philanthropic trusts and donors who support the goals of community development and whanau support.

Description of significant activities

	2025	2024	2023
Social Work clients	962	1135	796
Counselling	691	443	436
Building financial Capabilities	680	637	718
Food resource distribution (Food Parcels including Covid19 March-June)	632	580	610
Recovered food (Bread & donated food)	9008	7943	6951
Services and Information	8300	8070	6439
Senior Hub	12,555	9407	8455
ASAP (Net amount)	\$7,654	\$14,509	-\$37,471
Op Shop (Net amount)	\$33,134	\$37,375	\$32,617
Meth Support Group (Total contacts)	615	795	710

Notes:

1. Inclusion of other donated food sources ie. Woolworths recovered food & goods
2. Total contacts



Statement of Financial Performance

Manchester House Social Services Inc

For the year ended 30 June 2025

Rounded to the nearest dollar

	NOTES	2025 (\$)	2024 (\$)
Revenue			
Donations, koha, bequests and other general fundraising activities	1	78,721	94,557
General grants	1	186,504	296,268
Membership fees and subscriptions	1	470	513
Revenue from commercial activities	1	1,167,488	1,139,550
Interest, dividends and other investment revenue	1	25,865	36,139
Other revenue	1	4,957	-
Total Revenue		1,464,004	1,567,028
Expenses			
Employee remuneration and other related expenses	4	1,177,728	1,123,215
Expenses related to commercial activities	4	319,557	295,554
Other expenses	4	42,732	45,796
Total Expenses		1,540,017	1,464,565
Surplus/(Deficit) for the Year		(76,013)	102,463

This statement has been prepared without conducting an audit or review engagement, and should be read in conjunction with the attached Compilation Report.



Statement of Financial Position

Manchester House Social Services Inc

As at 30 June 2025

Rounded to the nearest dollar.

	NOTES	30 JUN 2025 (\$)	30 JUN 2024 (\$)
Assets			
Current Assets			
Cash and short-term deposits	5	528,153	752,266
Debtors and prepayments	5	112,591	28,909
Other Current Assets	5	302,121	242,073
Total Current Assets		942,864	1,023,248
Non-Current Assets			
Property, Plant and Equipment	6	85,634	100,133
Other non-current assets	5	164,322	68,080
Total Non-Current Assets		249,956	168,214
Total Assets		1,192,820	1,191,462
Liabilities			
Current Liabilities			
Creditors and accrued expenses	9	78,020	69,847
Deferred revenue	9	59,789	51,211
Employee costs payable	9	80,626	89,592
Loans	9	2,260	2,159
Total Current Liabilities		220,696	212,809
Non-Current Liabilities			
Loans	8	50,000	50,000
Total Non-Current Liabilities		50,000	50,000
Total Liabilities		270,696	262,809
Total Assets less Total Liabilities (Net Assets)		922,124	928,653
Accumulated Funds			
Accumulated surpluses (or deficits)	10	635,127	641,656
Revaluation reserves	10	286,997	286,997
Total Accumulated Funds		922,124	928,653

This performance report has been approved by those charged with governance.

Date: 16-10-2025

Date: 16 OCT 2025

Signature: [Signature]

Signature: [Signature]

Name: David Scammell

Name: Harvey Bell

Position: Chairman

Position: Financial Officer

This statement has been prepared without conducting an audit or review engagement, and should be read in conjunction with the attached Compilation Report.



Statement of Cash Flows

Manchester House Social Services Inc

For the year ended 30 June 2025

Rounded to the nearest dollar

	2025 (\$)	2024 (\$)
Cash Flows from Operating Activities		
Operating receipts (money deposited into the bank account)		
Donations, koha, bequests and other general fundraising activities	78,721	94,557
General grants	195,083	222,615
Membership fees and subscriptions	470	513
Gross sales from commercial activities	1,146,181	1,127,913
Interest or dividends received	21,185	36,139
Total Operating receipts (money deposited into the bank account)	1,441,639	1,481,738
Operating payments (money withdrawn from the bank account)		
Employee remuneration and other related payments	(1,185,332)	(1,093,676)
Payments related to commercial activities	(297,283)	(299,907)
GST paid	(2,135)	(9,205)
Total Operating payments (money withdrawn from the bank account)	(1,484,750)	(1,402,787)
Total Cash Flows from Operating Activities	(43,111)	78,951
Cash Flows from Other Activities		
Receipts from other activities		
Receipts from sale of property, plant and equipment	6,696	-
Receipts from sale of investments	-	300,000
Repayments received on loans made to other parties	90,000	23,200
Receipts from other activities	-	430
Total Receipts from other activities	96,696	323,630
Payments from other activities		
Payments to acquire property, plant and equipment	(16,409)	(8,584)
Payments to purchase investments	(150,048)	(450,051)
Repayments paid on loans made to other parties	(111,242)	(12,500)
Payments for other activities	-	(1,665)
Total Payments from other activities	(277,698)	(472,801)
Total Cash Flows from Other Activities	(181,003)	(149,171)
Net Increase/(Decrease) in Cash	(224,114)	(70,220)
Bank Accounts and Cash		
Opening cash	752,266	822,486
Net change in cash for period	(224,114)	(70,220)
Closing cash	528,153	752,266

This statement has been prepared without conducting an audit or review engagement, and should be read in conjunction with the attached Compilation Report.



Statement of Accounting Policies

Manchester House Social Services Inc

For the year ended 30 June 2025

Reporting Entity

Manchester House Social Services Society Inc. is an incorporated society, registered under the Incorporated Societies Act 2022 and a Registered Charity, under the Charities Act 2005.

The performance report of Manchester House Social Services Society Inc. has been prepared according to generally accepted accounting practice in New Zealand as determined by the External Reporting Board.

The Incorporated society is involved in the business of a social services provider.

Controlled Entity

The Society has a controlled entity, Manchester House Property Trust, which has operated during the year. The transactions associated with this Trust have not been consolidated into these financial statements in accordance with PBE IPSAS 35. A separate set of financial statements have been prepared for the Manchester House Property Trust.

Basis of Preparation

Manchester House Social Services Society Incorporated 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 \$5,000,000. 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.

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.

Accounts Receivable

Accounts receivables are recognised when goods or services are delivered, measured at the transaction price initially, then at net estimated realisable value.

Property, Plant and Equipment

Property, Plant & Equipment is recognised at cost less aggregate depreciation. 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.

All other repairs and maintenance are recognised as expenses in the Statement of Financial Performance in the financial period in which they are incurred.

Depreciation has been calculated using the maximum rates permitted by the Income Tax Act 2007.

Gains and losses on disposal of fixed assets are taken into account in determining the net result for the year.

Depreciation

Account	Method	Rate
Furniture & Fixtures	Diminishing Value (100%)	10% - 67%
Motor Vehicles	Diminishing Value (100%)	20% - 30%
Senior Centre	Diminishing Value (100%)	7% - 67%



Shop Fittings	Diminishing Value (100%)	16%
ASAP	Diminishing Value (100%)	4% - 20%
Computers	Diminishing Value (100%)	20% - 67%
Furniture & Fixtures	Straight Line	6.5% -- 20%
Motor Vehicles	Straight Line	21% - 25.2%
Senior Centre	Straight Line	2%
Shop Fittings	Straight Line	7% - 21%
ASAP	Straight Line	7% - 10%
Computers	Straight Line	40% - 50%

Accounts Payable

Accounts payable are recognised when goods or services are received, measured at the transaction price. Accruals are recognised for expenses incurred but not yet invoiced.

Revenue

Revenue is measured at the fair value of the consideration received or receivable for the sale of goods and services, excluding goods and services tax rebates and discounts, to the extent it is probable that the economic benefits will flow to the entity and revenue can be reliably measured.

Sales of services are recognised in the period by reference to the stage of completion of the transaction at the end of the reporting period.

Lease income is recognised on a straight line basis over the life of the lease.

Interest received is recognised as interest accrues, gross of refundable tax credits received.

Dividends received are recognised on receipt, net of non-refundable tax credits.

Grants

Grants received are included in operating revenue. If particular conditions are attached to a grant that would require it to be repaid if these conditions are not met, then the grant is recorded as a liability until the conditions are satisfied.

Donations

Donations received are included in operating revenue. If particular conditions are attached to a donation that would require it to be repaid if the conditions are not met, then the donation is recorded as a liability until the conditions are satisfied.

Donated goods or services (other than donated assets) are not recognised.

Where significant donated assets are received with useful lives of 12 months or more, and the fair value of the asset is readily obtainable, the donation is recorded at the value of the asset obtained. Where the fair value of the asset is not readily obtainable, the donation is not recorded. Donated assets with useful lives less than 12 months are not recorded.

Operating Leases

Lease payments under an operating lease are charged as expenses in the periods in which they occur.



Statement of Accounting Policies

Income Tax

Manchester House Social Services Society Incorporated is wholly exempt from New Zealand Income tax having fully complied with all statutory conditions for these exemptions.

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.

Changes in Accounting Policies

There have been no changes in accounting policies. All policies have been applied on a consistent basis with the previous year.



Notes to the Performance Report

Manchester House Social Services Inc
For the year ended 30 June 2025

Rounded to the nearest dollar

	2025 (\$)	2024 (\$)
1. Analysis of Revenue		
Donations, koha, bequests, and other general fundraising activities		
Donations Received	72,070	94,408
Fundraising Income	6,650	149
Total Donations, koha, bequests, and other general fundraising activities	78,721	94,557
General grants		
Grants (Note 3)	186,504	296,268
Total General grants	186,504	296,268
Membership fees and subscriptions		
Membership Income	470	513
Total Membership fees and subscriptions	470	513
Revenue from commercial activities		
Contracts (Note 2)	443,281	466,723
Parent Fees / WINZ ASAP	412,103	388,212
Sales - Op Shop	239,966	219,135
Activities Income	17,569	14,168
Counselling Income	3,217	2,604
Drug and Alcohol Testing	1,391	1,478
Manawatu Rural Support Services	5,100	5,600
Room / Hall Hire	27,987	25,284
Sponsorship	7,135	7,750
Other Income	8,775	8,596
Total Mobility Income	965	-
Total Revenue from commercial activities	1,167,488	1,139,550
Interest, dividends and other investment revenue		
Interest Received	25,865	36,139
Total interest, dividends and other investment revenue	25,865	36,139
Other Revenue		
Gain on Sale of Assets	4,957	-
Total Other Revenue	4,957	-
Total Analysis of Revenue	1,464,004	1,567,028
	2025 (\$)	2024 (\$)

2. Contracts

Manawatu District Council	60,000	60,000
Ministry of Justice	66,502	67,091



Ministry of Social Development	316,779	339,632
Total Contracts	443,281	466,723

2025
(\$)

2024
(\$)

3. Grants

Grant - Sutherland Self Help Trust	22,563	-
Grant - Page Trust	5,000	-
Grant - Wilks Charitable Trust	2,000	-
Grant - Central Energy Trust	7,768	-
Grant - COGS	5,000	5,000
Grant - ECCT	-	10,000
Grant - Fellding Oroua Presbyterian Parish (James Gibb Trust)	7,597	6,000
Grant - Gordon Lindsey Isaacs	2,000	2,500
Grant - Helen Royle Trust	583	9,417
Grant - Horizons Regional Council	10,438	-
Grant - John Iott Trust	-	2,500
Grant - Kingdom Foundation	-	10,000
Grant - Lottery Grants Board	61,895	60,592
Grant - Ministry of Social Development	31,660	175,185
Grant - Methodist Church of NZ	6,000	-
Grant - NZ Community Trust	10,000	10,000
Grant - Powerco Limited	-	4,000
Grant - TG McCarthy Trust	12,000	1,075
Grant - Manawatu District Council	2,000	-
Total Grants	186,504	296,268
	2025 (\$)	2024 (\$)

4. Analysis of Expenses

Employee remuneration and other related expenses		
ACC	2,854	2,752
Payroll Processing	5,079	6,066
Volunteer Expense	2,233	1,039
Wages		
Wages	950,395	935,841
Wages Contracted	60	4,540
Governance Expenses	217,107	172,976
Total Wages	1,167,563	1,113,357
Total Employee remuneration and other related expenses	1,177,728	1,123,215
Expenses related to commercial activities		
Administration	8,425	3,629
Advertising/Promotional	7,622	5,605
Cleaning	16,983	16,116
Computer	14,127	12,717



	2025 (\$)	2024 (\$)
Electricity	16,439	15,809
Equipment Hire	5,951	5,910
Fundraising Expenses	2,481	178
General	4,945	1,975
Insurance	34,000	28,287
Phone / Internet	18,048	19,738
Postage	700	429
Programme Operating Expenses	54,326	74,495
Printing & Stationery	10,487	7,746
Rates	11,795	15,405
Rent	34,545	33,761
Repairs and Maintenance	28,636	20,256
Security	2,785	2,151
Staff Amenities	3,555	3,738
Supervision & Registration	6,987	5,766
Travel	2,030	4,528
Training Expenses	2,602	1,338
Vehicle Expenses	32,087	15,977
Total Expenses related to commercial activities	319,557	295,554
Other expenses		
Accounting	4,600	4,600
Audit	11,350	8,400
Depreciation	25,640	29,549
Interest and Bank Charges	443	404
Loss on Sale of Assets	699	2,843
Total Other expenses	42,732	45,796
Total Analysis of Expenses	1,540,017	1,464,565
	2025 (\$)	2024 (\$)

5. Analysis of Assets

Cash and short-term deposits

ASAP Account	35,656	23,893
MHSS Trust Account	10,111	10,018
Contingency Savings Account	206,647	199,533
Food Bank Account	40	17,500
MHSS Operational Account	242,301	455,189
MHSS Savings1	5	5
Petty Cash Cards	352	1,914
Tagged Funds Account	33,041	44,215
Total Cash and short-term deposits	528,153	752,266

Debtors and prepayments

Accounts Receivable	107,191	88,119
Accrued Interest	4,680	-



	2025 (\$)	2024 (\$)
Prepayments	-	10,274
Sundry Debtor	-	(69,485)
Unexpended vouchers	720	-
Total Debtors and prepayments	112,591	28,909
Other current assets		
ASAP Trust Account (McIntosh & Signal)	2,121	2,073
Loan - Manawatu Community Trust	-	90,000
Term Deposit	300,000	150,000
Total Other current assets	302,121	242,073
Other non-current assets		
Advance - Manchester House Property Trust	164,322	68,080
Total Other non-current assets	164,322	68,080
Total Analysis of Assets	1,107,187	1,091,328

6. Property, Plant and Equipment

Asset Class	Opening Carrying Amount (\$)	Purchases (\$)	Sales/Disposals (\$)	Current Year Depreciation and Impairment (\$)	Closing Carrying Amount (\$)
This Year					
Motor Vehicles	31,265		2,342	8,677	20,247
Furniture and fixtures	18,098	10,881		5,847	23,131
Computers (Including software)	8,860			4,418	4,442
Shop Fittings	4,047			1,732	2,316
ASAP	9,794			2,564	7,230
Senior Centre	28,070	2,697	96	2,403	28,268
Total	100,134	13,578	2,438	25,640	85,634
Last Year					
Motor Vehicles	44,247			12,981	31,265
Furniture and fixtures	21,443	2,066	318	5,093	18,098
Computers (Including software)	9,718	3,961		4,820	8,860
Shop Fittings	3,792	3,044	1,149	1,641	4,047
ASAP	12,588			2,794	9,794
Senior Centre	30,454	1,213	1,376	2,221	28,070
Total	122,241	10,285	2,843	29,549	100,133



7. Loan - Manawatu Community Trust

The loan to Manawatu Community Trust is a secured mortgage against 14 Bowen Street, Feilding. The mortgage is interest free to provide MHSS continued access to the property for the senior centre activities. An amount of \$90,000 was repaid in July 2021 and \$90,000 was repaid on 6 July 2024. MHSS leases back the Bowen Street premises at \$100 plus GST p.a. until 6 July 2027.

8. Loan - Manawatu District Council

Loan of \$50,000 for an indefinite term without interest or repayment subject to the society continuing to operate a social service facility in Feilding.

	2025 (\$)	2024 (\$)
9. Analysis of Liabilities		
Creditors and accrued expenses		
Accounts Payable	41,293	38,647
Accrued Expenses	16,293	12,900
GST	20,435	18,300
Total Creditors and accrued expenses	78,020	69,847
Deferred revenue		
Estate of Gordon Lindsey Isaacs Grant	2,500	2,000
Helen Royle Trust	-	583
James Gibb Fund (Presbyterian)	1,404	-
Kingdom Foundation	5,000	-
Lotteries Grants Board	40,027	41,922
Ministry of Social Development	-	2,745
Strengthening Families Unspent Funds	1,772	1,960
TG McCarthy Trust	1,650	2,000
Sutherland Self Help Trust	7,437	-
Total Deferred revenue	59,789	51,211
Employee costs payable		
Employee Entitlements	80,626	89,592
Total Employee costs payable	80,626	89,592
Loans		
Spark Interest Free Loan	2,260	2,159
Total Loans	2,260	2,159
Total Analysis of Liabilities	220,696	212,809



10. Accumulated Funds

	Current Year (\$)	Current Year (\$)	Current Year (\$)
Description	Accumulated Surpluses or Deficits	Property, Plant and Equipment Revaluation Reserves	Total
Opening balance	641,656	286,997	928,653
Surplus/(Deficit)	(76,013)		(76,013)
Other movements recognised directly in accumulated funds	69,484		69,484
Closing balance	635,127	286,997	922,124

	Last year (\$)	Last year (\$)	Last year (\$)
Description	Accumulated Surpluses or Deficits	Property, Plant and Equipment Revaluation Reserves	Total
Opening balance	539,193	286,997	826,190
Surplus/(Deficit)	102,463		102,463
Closing balance	641,656	286,997	928,653

11. Commitments

Commitment	Explanation and timing	Current Year (\$)	Last Year (\$)
Commitments to lease or rent assets	Sharp Corporation - Photocopier Lease taken out 9th June 2022	2,751	5,271
	Aorangi Street - Property lease for 20 years ⁸⁵	85,883	90,833
	Fergusson Street - Property lease for 20 years	257,500	272,500
	Total remaining commitments	346,134	368,604

12. Contingent Liabilities and Guarantees

There are no contingent liabilities or guarantees as at 30 June 2025 (Last year - nil).

13. Deferred Revenue

Description	Purpose and nature of the documented expectations over future use	Date documented expectations are expected to be satisfied	Original Amount	Deferred Amount	Deferred Amount
				Current Year (\$)	Last Year (\$)
Estate of Gordon Lindsey Isaacs Grant	Funding will be used for the provision of specific goods or services to third-party beneficiaries, to cover general operating costs over a specified time period, or to support the delivery of specific programmes or activities.	30th June 2026	2,500	2,500	2,000
Helen Royle Trust			-	-	583
James Gibb Fund (Presbyterian)	Funding will be used for the provision of specific goods or services to third-party beneficiaries, to cover general operating costs over a specified time period, or to support the delivery of specific programmes or activities.	30th June 2026	9,000	1,404	-
Kingdom Foundation	Funding will be used for the provision of specific goods or services to third-party beneficiaries, to cover general operating costs over a specified time period, or to support the delivery of specific programmes or activities.	30th June 2026	5,000	5,000	-
Lotteries Grants Board	Funding will be used for the provision of specific goods or services to third-party beneficiaries, to cover general operating costs over a specified time period, or to support the delivery of specific programmes or activities.	30th June 2026	60,000	40,027	41,922
Ministry of Social Development			-	-	2,745
Strengthening Families Unspent Funds	Funding will be used for the provision of specific goods or services to third-party beneficiaries, to cover general operating costs over a specified time period, or to support the delivery of specific programmes or activities.	30th June 2026	3,000	1,772	1,960
TG McCarthy Trust	Funding will be used for the provision of specific goods or services to third-party beneficiaries, to cover general operating costs over a specified time period, or to	30th June 2026	1,650	1,650	2,000



	support the delivery of specific programmes or activities.				
Sutherland Self Help Trust	Funding will be used for the provision of specific goods or services to third-party beneficiaries, to cover general operating costs over a specified time period, or to support the delivery of specific programmes or activities.	30th June 2026	30,000	7,437	-
Total			111,150	59,789	51,211

14. Related Parties

		Value of Transactions	Value of Transactions	Amount owing from/(to) related party	Amount owing from/(to) related party
Description of related party relationship	Description of the Transactions	Current Year (\$)	Last year (\$)	Current Year (\$)	Last year (\$)
Manchester House Property Trust: Manchester House Social Services Society can appoint new trustees on behalf of the Trust	Rent and Administration Fee	25,000	25,000	164,322	68,080

15. Events After the Balance Date

There were no significant events post balance date. (Last year: Nil).

16. Ability to Continue Operating

The entity will continue to operate for the foreseeable future.

17. Goods and Services Received in Kind

The society receives a significant amount of items for resale through the Op Shop in Feilding. The items held at balance date are not valued in these financial statements.



INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF MANCHESTER HOUSE SOCIAL SERVICES SOCIETY INCORPORATED

Opinion

We have audited the performance report of Manchester House Social Services Society Incorporated (the Society) on pages 3 to 20, which comprise the financial statements on pages 7 to 20, and the service performance information on page 6, and entity information on pages 3 to 5. The complete set of financial statements comprise the statement financial position as at 30 June 2025, the statement of financial performance, and statement of cash flows for the year then ended, and notes to the performance report, including a summary of significant accounting policies and other explanatory information.

In our opinion, except for the possible effects of the matter described in the *Basis for Qualified Opinion* section of our report, the accompanying performance reports presents fairly in all material respects:

- the entity information as at 30 June 2025;
- the financial position of the entity as at 30 June 2025, and its financial performance and its cash flows for the year then ended; and
- the service performance for the year ended 30 June 2025 in that the service performance information is appropriate and meaningful and prepared in accordance with the entity's measurement bases or evaluation methods

in accordance with Reporting Requirements for Tier 3 Not-for-Profit Entities (Tier 3 (NFP) Standard).

Basis for Qualified Opinion

We were unable to obtain sufficient appropriate audit evidence about the carrying amount of the Society's Donations, Fundraising, Opportunity Shop Sales, Activities Income and Sundry Income. Consequently, we were unable to determine whether any adjustments to these amounts were necessary.

Furthermore, the Society has elected to not consolidate the transactions of its controlled entity Manchester House Property Trust in accordance with PBE IPSAS 35.

We conducted our audit of the financial statements in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)), and the audit of the statement of service performance and entity information in accordance with ISAs (NZ) and New Zealand Auditing Standard (NZ AS) 1 (Revised) *The Audit of Service Performance Information*. 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 Society in accordance with Professional and Ethical Standard 1 *International Code of Ethics for Assurance Practitioners (including International Independence Standards)* (New Zealand) 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 Society.

Responsibilities of Those Charged with Governance for the Performance Report

Those Charged with Governance are responsible on behalf of the Society for:

- The preparation, and fair presentation of the performance report in accordance with the applicable financial reporting framework;
- The selection of elements/aspects of service performance, performance measures and/or descriptions and measurement bases or evaluation methods that present service performance information that is appropriate and meaningful in accordance with the applicable financial reporting framework;
- The preparation and fair presentation of service performance information in accordance with the entity's measurement bases or evaluation methods, in accordance with the applicable financial reporting framework;
- The overall presentation, structure and content of the service performance information in accordance with the applicable financial reporting framework; and
- Such internal control as Those Charged with Governance determine is necessary to enable the preparation of a performance report that is free from material misstatement, whether due to fraud or error.

In preparing the performance report, those charged with governance are responsible for assessing the Society'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 those charged with governance either intends to liquidate the Society or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Performance Report

Our objectives are to obtain reasonable assurance about whether the performance report as a whole 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 NZ AS 1 (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 decisions of users taken on the basis of this performance report.

As part of an audit in accordance with ISAs (NZ) and NZ AS 1 (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 override of internal controls.
- Obtain an understanding of internal controls relevant to the audit of the performance report 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 Society's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management and those charged with governance.
- Obtain an understanding of the process applied by the Society to select its elements/aspects of service performance, performance measures and/or descriptions and the measurement basis or evaluation methods.
- Evaluate whether the selection of elements/aspects of service performance, performance measures and/or descriptions and measurement bases or evaluation methods present an appropriate and meaningful assessment of the Society's service performance in accordance with the applicable financial reporting framework.
- Evaluate whether the service performance information is prepared in accordance with the Society's measurement bases or evaluation methods, in accordance with the applicable financial reporting framework.
- Conclude on the appropriateness of the use of the going concern basis of accounting by those charged with governance and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Society'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 conclusions may cause the Society to cease to continue as a going concern.
- Evaluate overall presentation, structure and content of the performance report and whether the performance report represents the underlying transactions and events, and elements/aspects of service performance in accordance with the applicable financial reporting framework, in a manner that achieves fair presentation.

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

AuditLink Limited

AuditLink Ltd
Palmerston North

16 October 2025

