

Attendees: Members:

Nick Coley, St John.

Debbie Booth, Freedom Medical Alarms

Gerhard Venter, ADT Security

James Seton, Chubb

Tony Patmore, Red Wolf

Attendees: Non Member:

Jennifer Pelvin and Gary Butler, Butler Pelvin & Associates - Secretariat

Minutes of the

Annual General Meeting

Telecare Services Association of New Zealand Ltd (TSANZ)

This meeting was held:

Wednesday 16 May 2018, at Willeston Conference Centre, Level 11, 15 Willeston Street, Wellington

Meeting declared open-- at 10.10 am

Nick Coley, Chairperson, declared the meeting open. He thanked all the members for attending and welcomed Debbie to her first TSANZ members meeting.

Report by Chairperson

Nick delivered his Report to the 8th annual general meeting of the Association, which is included as the Chair Report in the TSANZ 31 March 2018 Annual Report provided to members.

Gerhard Venter moved that his Report as tabled be accepted.

Seconder: James Seton

There being no discussion, the motion was carried by consensus

Acceptance of Minutes

It was moved by Nick Coley that the minutes of the previous Annual General Meeting, held Monday 17 May 2017 be accepted as true and correct.

Seconder: Gerhard Venter

There being no discussion, the motion was carried by consensus.

Acceptance of Financial Reports

Nick referred to the TSANZ Financial Reports for the year ended 31 March 2018 which had been previously circulated to members as the TSANZ 31 March 2018 Annual Report. It was noted that these Financial Reports include a Statement of Service Performance as recommended by the NZ External Reporting Board as best practice for publicly reported entities, such as TSANZ.

It was moved by Tony Patmore that the Financial Reports, for the 2018 year as tabled be accepted.

Seconder: Debbie Booth

There being no discussion, the motion was carried by consensus.

Appointment of Chairperson

Jennifer asked if there were any other nominations for the position of Chairperson.

Tony Patmore moved that Nick be appointed as Chairperson. Nick indicated his availability to continue in the role of Chairperson.

Seconder: Gerhard Venter

There being no discussion, the motion was carried by consensus.

2018/2019 Budget

Jennifer referred to the budget previously circulated to members and highlighted these points in relation to the Secretariats' work:

The member annual contribution rate remains as planned is unchanged but is dependent on the Secretariat's work program remaining as anticipated.

The public relations communications budget allows for a TSANZ Complaints Process brochure mailout to all NZ Medical Centres.

The Specification review Codes, Quality process budget provides for formalising amalgamation of the various TSANZ codes of conduct into a single unified Code.

Gerhard suggested that TSANZ investigate subscribing to the "Medical and Technical" section of the online service "Linked In ". Jennifer indicated that the Secretariat would examine the feasibility of this suggestion.

Gerhard requested confirmation of the member fee structure for new members. Jennifer confirmed that the member would remain at the same application fee level as currently set and that the normal membership quarterly payment fee schedule would apply from the quarter they become accepted as a TSANZ member.

As there were no other comments or queries in respect of the 2018/2019 Budget, the Budget was accepted as tabled.

Butler Pelvin Contract

Secretariat attendees left the room to allow Nick to lead a discussion regarding renewal of the Butler Pelvin Contract, as tabled.

After some discussion the members agreed by consensus to renew the contract and provided their support to Nick as Chair to manage this agreement on behalf of members.

General Business

There was discussion around the key discussion points to raise with MSD representatives. The focus from the TSANZ members included the need to gain clarity on a) Client billing and payment options to reduce debt experienced by current suppliers; b) Direction and support around management of vulnerable persons from MSD; and c) Clarification and guidance around what information from Suppliers is required or of value by MSD.

Additional discussion was also had around the opportunity for the TSANZ members to meet more frequently to ensure a more proactive approach to better solutions for the industry are planned and considered. It was thought that a frequency of a quarterly meeting (either face to face or by teleconference) would be a sensible starting point.

There was also some discussion looking at other forms of 'education and promotion' of TSANZ using channels such as 'Linked In' to ensure greater awareness of TSANZ and the value created for Medical Alarm Clients.

Close— Nick Coley

There being no further Business members and guests were thanked for attending and the meeting closed at 11.00am.



ANNUAL REPORT

For the year ended

31 March 2018

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ASSOCIATION INFORMATION

Legal Name of Association	Telecare Services Association of New Zealand
Abbreviated Name	TSANZ
Legal Entity History	TSANZ is an Incorporated Society. The registration number is 2540817 Founded in 2010, Telecare Services Association of New Zealand (TSANZ) is a not for profit organisation registered under the Incorporated Societies Act and is governed by its Rules, lodged with the registrar of incorporated societies. TSANZ promotes and maintains quality standards for all participants in the Telecare Services industry.
Website	www.tsanz.org.nz
Association's Vision & Mission	Our vision is enable individuals to remain safe and independent within the community through the provision of quality professional Telecare services. Our mission is to keep vulnerable medical alarm clients safe. To work collaboratively with all stakeholders, to develop, implement and maintain appropriate quality standards and monitoring systems that ensure industry members operate to best practice when providing services to the community.
Association's Values	Integrity: Members will act with integrity. They shall not gain unfair advantage from the lack of knowledge, inexperience or inability of a client. Members will always conduct their business in a manner that reflects favourably on the industry and encourages other companies to do the same. Confidentiality: Members shall be committed to the confidences and privacy of past, current and prospective clients and employees in all their dealings. Ethics: Members must always conduct their business to the highest standards of honesty, accuracy, integrity and decency. Staff training programs must include ethical considerations. Duty of care: The welfare, health and safety of the client shall at all times take precedence over professional or private interests. Members shall only operate in their areas of competence, inform clients in any instances where they do not hold appropriate qualifications or experience to carry out work and to only give advice and opinions on the basis of accurate knowledge. Environmental care: Members shall act responsibly towards the environment at all times ensuring compliance with all relevant environmental legislation and encouraging environmentally responsible work practices. Accountability: Members shall be accountable for all actions and activities of staff directly employed by a company as well as its agents, contractors and sub-contractors unless otherwise specified.
Membership	TSANZ Membership is open to all providers and suppliers of telecare services and products. To become a member the applicant must be or intend to be a provider of Telecare Services in NZ (Corporate Member) or be a supplier to the industry (Associate Member) Corporate members have voting rights, Associate Members do not. All members are required to adhere to the TSANZ Rules, Code of Practice, Code of Professional and Ethical Conduct and Telemarketing Code
Governing Body	The TSANZ Rules provide for a governing body consisting of the accredited representatives of Corporate members. Current Board members are: <ul style="list-style-type: none"> • ADT Security • Chubb • Freedom Medical Alarms • St John • Red Wolf High Level Monitoring The TSANZ Chairperson is appointed by the Board and will be either be a member of the Board or an independent Chairperson who shall not have voting rights. At 31 March 2017 all members are Board members and do not receive any remuneration as directors of TSANZ. Procedures for the operation of the Board, including election of directors, are governed by TSANZ Rules.

TSANZ MEMBERS

Chairperson	Nick Coley
Member & Board Member	St John 63 - 65 Seddon Rd Hamilton 07 846 9974 NickCol@stjohn.org.nz
Member & Board Member	James Seton Chubb NZ PO Box 6864 Newton, Auckland 0656 09 362 3642 James.Seton@chubb.co.nz
Member & Board Member	Debbie Booth Freedom Medical Alarms PO Box 24443 Wellington 6142 04 802 0940 debbie.booth@freedomalarms.co.nz
Member & Board Member	Gerhard Venter PO Box 2439 Shortland St, Auckland 09 580 6434, geventer@tycoint.com
Member & Board Member	Tony Patmore Red Wolf High Level Monitoring Limited 28 Downer Street Lower Hutt 5010 0800 733 9653 tony@redwolf.net.nz
Secretariat Services	Butler Pelvin & Associates PO Box 9893 Marion Square Wellington 6011 04 473 9547 jennifer@butlerpelvin.com

ORGANISATIONAL DETAILS

Role of the Board	<p>The Board is responsible for the overall direction of TSANZ business and affairs on behalf of the members. The principle objectives of TSANZ are to establish, promote and maintain quality standards for all participants in the Telecare industry within New Zealand.</p> <p>The Board establishes TSANZ's objectives, approves major strategies for achieving these objectives, sets in place a policy framework within which TSANZ operates and monitors performance.</p>
Board Standards	<p>TSANZ's Board abides by the principles contained in the Board Governance Handbook. TSANZ recognises the need for directors to observe the highest standards of behaviour and business ethics when engaging in corporate activity.</p>
Operational Structure	<p>Butler Pelvin & Associates provides secretariat, governance and executive services to TSANZ and is responsible for day to day management of the Association's activities.</p>
Registered Office:	<p>Butler Pelvin & Associates, Unit 11, 22 Ghuznee Street Te Aro, Wellington</p>
Auditors:	<p>There is no audit requirement under TSANZ Rules.</p>
Bankers:	<p>TSANZ funds are managed through the Secretariat's account at ASB Bank.</p>
IRD Number:	<p>106-072-051</p>
Associations' Reliance on Volunteers	<p>The Association does not utilise donated goods and does not use free or subsidised services of its members. Corporate members provide an accredited representative at their expense and have in the past voluntarily provided their personnel to support TSANZ's Mission. TSANZ's corporate member is inestimable, their support is vital to achieving the TSANZ Vision and Mission.</p>
Main Sources of the Associations Cash and Resources:	<p>TSANZ is supported by corporate members who pay an annual member subscription and additional levies when required to sustain the Association's activities.</p>

CHAIR REPORT

The significant activity for TSANZ members in the 2017/2018 year was the finalisation of the Ministry of Social Development (MSD) contracting process. I acknowledge the support and active contribution of all members during the past year and their assistance in maintaining and building the professionalism of the Telecare Services industry.

MEDICAL ALARM SPECIFICATION IMPLEMENTED

Members have been focused on ensuring compliance with TSANZ's "Specification for Telecommunications Based Personal Emergency Response Systems (PERS)":

- Part 1 - Alarm Equipment Provider Technical and Operational Requirements.
- Part 2 – Alarm Service Provider Requirements

During the year the TSANZ secretariat completed work on the Audit Workbook with the initial draft circulated to members on 16 May 2017, the finalised version was provided to the TSANZ auditors, Telarc. At the July 2017 members meeting there was a focus on addressing the audit compliance requirements for medical alarm equipment and how this equipment would be certified to the TSANZ Specification.

The secretariat reported on the potential of an "Approved Equipment Register", the Board determined this to be impractical at this stage given that there is only one New Zealand medical supplier, namely Chiptech. Chiptech provide equipment that is independently certified and meets the specification technical requirements.

Telarc has been instructed to concentrate on ensuring that the TSANZ Specification is being applied. The 27 February 2018 Telarc discussions with the Secretariat have highlighted:

Part 1 of the Specification: Emphasis on evidence of personnel instruction, regular training updates and complaints management inclusive of relevant contractors and/or agents to prove compliance with the TSANZ Specification.

Part 2 of the Specification: Acknowledgement to Telarc that members equipment renewal programs mean that due to replacement timing some older medical alarms may currently be non-compliant with the Specification.

LONE WORKER SPECIFICATION

Recognising the impact of the Health and Safety at Work 2015 Act and its associated Regulations, TSANZ investigated the viability of producing a New Zealand "Lone Worker" Specification for monitoring the safety of individuals who work alone and often remotely.

The United Kingdom standard BS 8484 "Code of Practice for the Provision of Lone Worker Device Services" was advanced through the British Security Industry Association. After investigation, it was resolved that TSANZ cannot commit resources to development to a New Zealand Lone Worker specification without financial support by partnering with other employer associations. There has been no appetite to discussions on the subject with the NZ Security Association.

Stakeholder Communications

TSANZ medical alarm clients, their welfare, health and safety are TSANZ's priority and a key focus of communications. Throughout the year the Secretariat refreshed and updated the content of the website www.tsanz.org.nz.

The secretariat updated the "Complaints Process" brochure and an individualised member copy of the brochure has been made available to each member which is to be provided to all new medical alarm clients.

TSANZ continues to work closely in establishing clear and precise communication with government in managing the delivery and monitoring of medical alarm services.

COMPLAINTS MANAGEMENT

In January 2018 Consumer NZ magazine published a Medical Alarms article to update subscribers on current monitoring service pricing and background the providers. TSANZ's action was to follow up on the critical aspects of this article with the reporter to request Consumer NZ website inclusion of TSANZ's Complaints Process contact information.

From discussions with Consumer NZ and members of the medical fraternity, that a campaign to general practitioners and medical clinics advising on the TSANZ complaints process should be undertaken. The budget for 2018/2019 will include a \$6,000 allowance for written material to be forwarded to every medical centre in New Zealand.

VULNERABLE CLIENTS

In May 2016 discussion was initiated with the MSD to obtain a documented approach for dealing with vulnerable or at risk medical alarm clients. TSANZ sought MSD input so that TSANZ members can appropriately manage Privacy Act considerations when reporting MSD clients living in conditions which cause safety concerns. This matter is yet to be concluded.

The Board's approach is now consistent with the Health and Safety at Work Act 2015 and Regulations. TSANZ does seek to improve the current reporting arrangements for at risk or vulnerable MSD funded medical alarm provider service clients. For unlike provision of government funded disability services, there is no client recourse to a Health and Disability Advocate.

FINANCIAL REPORT

I refer to the financial statements of TSANZ for the year ended 31 March 2018 and note that members should consider the membership subscriptions and levies to ensure that the secretariat is able to satisfactorily undertake the activities necessary in the 2018/2019 period.

MEMBERSHIP AND SECRETARIAT SUPPORT

I also take this opportunity to acknowledge that all current TSANZ members are in the processes of audit and I confidently look forward to all achieving renewed Ministry of Social Development contracts.

This year we welcomed new member, Red Wolf High Level Monitoring and Tony Patmore as Managing Director to our Board. Red Wolf's involvement as an accredited ISO 9000 adds to the depth and breadth of experience as a membership organisation.

It is noted this that has been a year of transition for ADT Security with New Zealand operations impacted by the September 2016 global merger of Johnson Controls Inc. and Tyco Integrated Security.

I extend a personal thanks to our secretariat, in particular Jennifer Pelvin and Gary Butler who have navigated us through a complex set of circumstances with their usual competence and professionalism.



Nick Coley
Chairperson

SECRETARIAT REPORT

REPORT ON 2017/2018

With TSANZ members subject to contract negotiations with MSD for the Service Level Agreement for the provision of medical alarm services 3 May 2017 to 2 May 2019, the secretariat provided needed and necessary support to ensure that the purpose and reasoning for the TSANZ specification were known and understood by MSD.

In July 2017, TSANZ obtained information following an official information request. This information was used to inform the then Minister of the MSD, Hon Anne Tolley. A new government was formed in October 2017, a briefing note was provided to the new Minister, Hon Carmel Sepuloni. A revised MSD team were visited and briefed early in March. Discussions canvassed topics of importance to both the MSD and TSANZ members including:

- The need for all providers of medical alarms to MSD clients required to meet the same standards of service delivery including adhering to specifications and codes.
- Increased visibility and access of the TSANZ complaints processes by consumers.
- Regular reporting and discussions on complaints between TSANZ and MSD.
- Further discussions on longer contract periods for TSANZ members.
- Guidance to be provided to TSANZ on at-risk clients.

With members embarking on a new audit process aligned to the TSANZ Specification, advisory notes and processes to the audit tool were developed and delivered to TELARC.

Developing appropriate information and communication on the TSANZ consumer complaints resulting in the Consumer Complaints brochure and a plan to deliver necessary information to all medical centres in New Zealand was commenced.

PROJECTED ACTIVITY 2018/2019

Lines of communication with the MSD need to be maintained and regular meetings with representatives undertaken. In particular, a debrief on the last contract negotiations and advice on future arrangements will be an important undertaking.

The delivery of the consumer complaints brochure in the middle of the year is expected to raise the volume of enquiries to the secretariat. Depending on the nature of queries and possibly complaints, further advisory work may be required. The MSD are requiring more regular discussions regarding issues relating to consumer satisfaction and communication processes.



Jennifer Pelvin
Secretariat Services
Butler Pelvin & Associates

STATEMENT OF SERVICE PERFORMANCE

TSANZ voluntarily presents this Statement of Service Performance in principle best practice compliance with current public disclosures utilised by New Zealand not-for-profit entities.

TSANZ STANDARDS

Telecare Services Association of New Zealand (TSANZ) promotes and maintains quality standards for all participants in the Telecare Services industry:

- TSANZ is an industry body that develops reviews and maintains a Code of Practice of minimum performance standard for members.
- TSANZ registers and accredits Telecare Service Providers who have been independently assessed as being competent to provide services in New Zealand.
- TSANZ investigates complaints and if need be, disciplines members.
- TSANZ maintains an online New Zealand register of members.

TSANZ's "Specification for Telecommunications Based Personal Emergency Response Systems (PERS)" was published in October 2016.

TSANZ members must comply with Part 1 and Part 2 of the Specification. They are required to:

- establish the suitability of Alarm Equipment for a Client,
- plan for the deployment of a suitable Alarm Monitoring System and
- maintain and support the installed Personal Emergency Response System

The Ministry of Social Development has endorsed the TSANZ Specification for their WINZ Disability Allowance funding of Medical Alarm provider services.

The Specification addresses contemporary medical alarm service requirements not covered by the AS/NZS 4607 Personal Response Systems last published in 1999. TSANZ members provide 89%¹ of MSD funded medical alarms. 5,773 MSD funded medical alarm services are not provided by TSANZ members².

TSANZ has made the Specification publicly available on its website in the interests of ensuring the current information for safe medical alarm services is available to the New Zealand public. Quality control of TSANZ's audit compliance resources, the Audit Workbook and Audit Program are protected as these documents are exclusively for TSANZ member's use and are not public documents.

VULNERABLE CLIENTS

TSANZ strives to operate medical alarm services that protect clients from residential safety risks. TSANZ members can have regular onsite contact with MSD disability allowance funded clients. A number of egregious incidents prompted TSANZ to seek advice regarding safety concerns observed in the course of providing the medical alarm service. TSANZ is seeking MSD advice to ensure TSANZ members can manage Privacy Act considerations when discovering MSD clients who are living in conditions which cause safety concerns.

¹ MSD 21 July 2017 response to TSANZ's Official Information Act request.

² MSD 21 July 2017 response to TSANZ's Official Information Act request.

COMPLAINTS MANAGEMENT

Since its formation, TSANZ has been effective in maintaining delivery standards by monitoring compliance to the TSANZ Codes of Practice. During the year ended 31 March 2018 the Secretariat completed investigation of one reported incident a breach of the Telemarketing Code. The complaint was moderated by the Secretariat and appropriate action by the TSANZ member concerned was assessed satisfactory by the complainant allowing the Secretariat to close the complaint.

A further complaint was made direct to Consumer NZ which was investigated by the MSD. TSANZ was able to follow up on the Consumer NZ January 2018 magazine article which outlined an unsolicited sales call for installation of a medical alarm service and established from this investigation that TSANZ needed to more widely promote its complaints processes.

In discussion with the MSD it was agreed that MSD medical alarm service clients are to be encouraged to contact TSANZ too log complaints. TSANZ has agreed to distribute information to all registered medical clinics advising the complaints pathway.

IMPROVED PAYMENT AND FRAUD CONTROLS

At TSANZ's request, during the year, the MSD has provided information that indicates that there are 43 Medical Alarm Supplier names recorded against their current disability allowance clients who use the allowance for medical alarm services. The number of companies who have met the MSD required supplier requirements is five.

For an unspecified number of MSD clients who are paid a disability allowance for medical alarm services where there is no record of a medical alarm service provider name and so there can be no commensurate service delivery accountability.

Under the current MSD contract, TSANZ members are required to provide accurate MSD client medical alarm service data on a regular basis. TSANZ members have offered to share information on payment defaults and details of MSD client irregular requests for suspension or cancellation of alarm service to enable the MSD to appropriately eliminate the medical alarm service component from succeeding MSD disability allowance payments.

The current MSD payment system funds by an allowance to the 52,000 MSD clients to pay the medical alarm providers. Consequentially, TSANZ members must negotiate payment with each MSD client individually which is a time consuming, costly exercise that promotes the ability for inadvertent or fraudulent non payment.

TSANZ supports the concept of the introduction of MSD payments directly to suppliers. The benefits in paying direct must reduce:

- administrative costs of the Ministry; and
- payment defaults of the suppliers who currently carry unacceptable overheads particularly for recalcitrant payers; and
- payment administration for MSD beneficiaries who must personally organise payments for these routine services.

TSANZ will continue to work with the MSD to find more efficient payment systems.

STATEMENT OF FINANCIAL PERFORMANCE

For the year ended 31 March 2018

	Note	2018		2017
Membership fees		51,450		60,000
Gross Revenue		51,450		60,000
Sundry Income		-		-
Total other income		-		-
Association Expenses	7	64,182		66,370
Total Expenses	7	64,182		66,370
Operating Surplus/(Loss) before Income Tax		(12,732)		(6,370)
Income Tax Expense/(Refund)	4	-		-
Surplus/(Loss) for the year		(12,732)		(6,370)
Total Surplus/(Loss) for the year-net of tax		(12,732)		(6,370)
Total Surplus/(Loss) attributable to Members		(12,732)		(6,370)

STATEMENT OF CHANGES IN EQUITY

For the year ended 31 March 2018

	Note	2018		2017
Accumulated funds at 1 April		7,837		14,207
Net Surplus/(Deficit) attributable to Members		(12,732)		(6,370)
Accumulated funds 31 March		(4,895)		7,837

STATEMENT OF FINANCIAL POSITION

As at 31 March 2018

	Note	2018		2017
Current Assets				
Trade and other Receivables	2	8,105		9,837
Total Current Assets		8,105		9,837
Total Assets		8,105		9,837
Current Liabilities				
Trade and Other Payables	3	13,000		2,000
Total Current Liabilities		13,000		2,000
Total Liabilities		13,000		2,000
NET ASSETS		(4,895)		7,837
Represented by:				
Accumulated Funds		(4,895)		7,837

STATEMENT OF CASH FLOWS

For the year ended 31 March 2018

	Note	2018	2017
Cash Flows from Operating Activities			
RECEIPTS			
Membership subscriptions		46,450	60,000
Other revenue received			
Receipts from Operating Activities		46,450	60,000
PAYMENTS			
Supplier payments		53,182	64,370
Payments made for Operating Activities		53,182	64,370
Cash Flows from Operating Activities	(a) (b)	(6,732)	(4,370)
(a) Net Increase/Decrease in Secretariat's funds held for TSANZ members disclosed as "Trade and other receivables"			
Secretariat's funds held for TSANZ Members at 1 April		7,837	14,207
Secretariat's funds held for TSANZ Members at 31 March		(4,895)	7,337
Net Increase/Decrease in Secretariat's funds held for TSANZ Members		(12,232)	(6,870)
(b) Reconciliation of Net Cash Flows from Operating Activities to Surplus/(Deficit)			
Surplus/(Deficit) for year		(12,732)	(6,370)
Add/(Deduct) movements in working capital items			
Trade and other Receivables		(1,732)	(2,500)
Trade and other Payables		(11,000)	2,000

Net Cash Flows from Operating Activities		(12,732)		(6,870)
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NOTES TO THE FINANCIAL STATEMENTS

1. GENERAL INFORMATION

Telecare Services is a not for profit organisation registered as an incorporated society under the Incorporated Societies Act 1908. Telecare Services Association of New Zealand (TSANZ) promotes and maintains quality standards for all participants in the Telecare Services industry.

The Board adopted these financial statements by resolution on 16th May, 2018.

(A) a. Statement of Compliance and 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 of equal to or less than \$2,000,000. All transactions in the Performance Report are reported using the accrual basis of accounting. The Performance Report is prepared under the assumption that the entity will continue to operate in the foreseeable future.

As this is the first year in which PBE accounting standards have been applied, TSANZ has reviewed prior years comparative information and concluded no material adjustments were required.

(B) b. Changes in accounting policies

Apart from the adoption of PBE standards, there have been no other changes to accounting policies during the year. All policies have been on a consistent basis with previous years.

(C) c. Cash and cash equivalents

Cash balances representing TSANZ's funds are maintained in a specific bank account maintained by Butler Pelvin & Associates, as TSANZ's Secretariat.

(D) d. Goods and services tax

TSANZ is not currently registered for Goods and Services. All amounts shown in these financial statements are exclusive of Goods and Services Tax.

The Secretariat is responsible for managing GST on TSANZ transactions and collects and pays the relevant GST through the Secretariat's GST registration.

(E) e. Trade Receivables

Trade receivables are valued at expected realisable value. Provision has been made for any specific doubtful accounts. Receivables are reviewed on an on-going basis and debts that are known to be uncollectible are written off. Where the TSANZ Secretariat holds amounts paid by members in advance of Secretariat services delivered this "funds" balance is accounted for as a receivable.

(F) f. Trade Payables

Trade payables represent liabilities for goods and services provided to the association that are unpaid at year end. These amounts are unsecured and are generally paid by the Secretariat within 30 days.

(G) g. Taxation

The organisation's subscription revenue from members is tax exempt in accordance with the Income Tax Act 2007. As an incorporated society, the organisation receives a \$1,000 tax exemption. Any revenue other than this is taxable.

(H) h. Revenue recognition

Subscription revenue received for the following year is recognised as revenue in advance.

Revenue from other activities and events are recognised in the Statement of Finance Performance only on completion of the activity or event. Expenditure relating directly to such activities and events is also not recognised in the Statement of Financial Performance until completion of the activity or event.

(I) i. Management of Capital

TSANZ's capital is represented by "funds" held by the Secretariat. The Board monitors the association's capital funding needs on a regular basis and has no current or planned capital investment.

2. TRADE AND OTHER RECEIVABLES

TSANZ has not recognised any loss in respect of bad and doubtful trade receivables during the year ended 31 March 2018. Trade Debtors at 31 March (2018: \$7,500 2017: \$2,500) represents member subscriptions due at balance date. There is no provision for doubtful debts for the year ended 31 March 2018 (2017: \$nil). An ASB bank account held for TSANZ in the name of the Secretariat, Butler Pelvin & Associates is treated as an Other Receivable at 31 March (2018: \$605 2017: \$7,337).

3. TRADE AND OTHER PAYABLES

Trade and other payables at 31 March (2018: \$13,000 2017: \$2,000) represent outstanding Secretariat fees at 31 March 2018. In the prior year this amount was an estimate of legal fees for review work conducted on TSANZ Rules prior to balance date.

4. INCOME TAXATION

Tax is not chargeable on the net income earned by the Association within the 'circle of membership'. Income Tax is due on all other revenue including interest received during the year, less the \$1,000 deduction allowed by Inland Revenue.

DETERMINATION OF INCOME TAX

For the year ended 31 March 2018

	Note	2018		2017
Add/(Deduct)				

TSANZ activities classified as within the 'circle of membership' - Surplus /(Deficit)		(12,732)		(6,370)
Non Profit bodies Tax Deduction		-		-
Taxable Income/(Loss to carry forward)		(12,732)		(6,370)
Total Taxable Income/(Loss to carry forward)		(49,659)		(36,927)
Income Tax applicable		-		-
Income Tax Payable/(Refundable)		-		-

Tax losses are carried forward and offset against future taxable income. The availability of tax losses is subject to the requirements of the Income Tax Act 2007 continuing to be met.

5. CONTINGENT LIABILITIES

TSANZ has no contingent liabilities at 31 March 2018 (2017: \$nil).

6. EVENTS AFTER BALANCE

There have been no events subsequent to balance date that impact TSANZ financial statements at 31 March 2018 (2017: \$nil).

7. EXPENSES

The expenses for the year ended 31 March were:

	Note	2018	2017
Secretariat services		20000	20000
Disbursements		2812	3329
Legal fees		3623	2000
Advocacy and public relations		27777	0
Audit processes		5840	15541
Specification review		0	25500
Codes & quality processes reviewed		3780	0
Total Expenses		63,832	66,370

8. RELATED PARTY TRANSACTIONS

Details of payments to Board Members and Secretariat arrangement as at 31 March 2018 were:

	2018		2017
EXPENSES			
Board Members	-		-
Secretariat			
<ul style="list-style-type: none"> Association Management & Administration 	60,685		61,041
<ul style="list-style-type: none"> Various expenditure reimbursement items 	3,147		3,329



Nick Coley
Chairperson, TSANZ
Board



Gary Butler
Secretariat

(b) Board Members

Board members do not receive any remuneration as directors of TSANZ.

(c) Secretariat

Butler Pelvin & Associates provided the secretariat service under agreement. The services include office premises, staff, computers, communications, website, membership management systems and other incidental expenses including policy and strategic advice by Jennifer Pelvin who acts in a chief executive capacity.

The website is owned and managed by the Secretariat, Butler Pelvin & Associates and the content and all records contained on the website are owned by TSANZ.

BOARD DECLARATION

For and on behalf of the Board on 16 May 2018