



Finance Report 2022

Customer Contact Network of New Zealand (CCNNZ)

Prepared by - Finance Administrator: Samantha Mills

06/06/2022

The 2021-2022 Financial Statements have been prepared by Rise Accountants and are attached.

Revenue:

There has been an approximate 5.6% decrease in our revenue this year to \$560,093 from \$593,305 in the previous financial year. This was mainly due to the timing of a variation contract to supply our MSD Program work which heavily inflates our income position as well as a 46% reduction in sponsorship (\$11.1k).

Overall earnings from this work stream delivered \$36,550 of pre-tax revenue for CCNNZ. This offset our decline in revenue which was attributable to the non-renewal of membership due to the continued financial pressures and impacts experienced due to COVID 19 in the previous year. To put this into context in FYE 2020 membership revenue was \$51,634 and sponsorship was \$41,475. In 2021 this was \$24,715 following a 50% reduction in member fees and \$24,300 respectively. In 2022 this was \$28,519 for membership (a \$3.8k increase) and \$13,189 for sponsorship (a \$11.1 decrease).

From a financial standpoint CCNNZ made a pre-tax profit of \$19,024 this year compared to \$34,103 in the previous year (2021).

This was not unexpected. A lesser margin was forecast due to the impacts of COVID as outlined above and the CCNNZ committee had made the conscious decision to utilise our cash asset balance to continue with our social media and marketing engagement program as well as appoint a new part time business manager.

We have one pending debt for the year ending 2022 for IQPC advertising invoicing. This is not currently listed as a bad debt within our accounts. We are currently pursuing this invoice payment through collection. Should this not be successful then the debt will appear on our ledgers in the 2023 financial statements. Our Administrator, Finance Committee and Accountant maintained our annual membership renewal process as well as voiding any invoices for members that did not wish to renew their membership following the continued impacts of COVID. All invoices were voided as per full committee approval.

Financial Background:

Xero continues to provide us with a streamlined invoicing and reconciliation tool which minimises resource requirement to manage this.

The introduction of our accountants bookkeeping service in June 2021 as well as the implementation of the ApprovalMax process which our society accountant manages to support the day-to-day accounting functions of CCNNZ has worked extremely well enabling timely and independent approvals of creditor invoicing and payments.

This has significantly eased the burden on our finance committee volunteers and our administrator.

After further finance committee resignations experienced in the last year CCNNZ further increased its support provided by our accountant and bookkeeping service to provide both the transactional support, management and organisation of the society ledgers and required returns.

This facilitated the planned separation between our Partnership Sponsors and suppliers of both Phone Plus and LearningPlanet from our accounting transactions. All transactions both inward and outward are facilitated by our bookkeeper service and authorised by our independent finance committee members. This process enables our financial process to be strong and robust.

The last year saw the availability of some of our volunteer committee members decline as every business was required to do more with less.

All of our key sponsors have signified their renewal for 2022-2023.

Our Chairperson and Committee will continue their work over the coming months to work with our valued sponsors on their membership engagement activities.

Current Assets

The Cash and Balance at the Bank is \$201,393 as at 31st March 2022. This is a \$43,776 increase than at the close of the last financial year (2021).

Refer Page 6 of the Financial Statement for Equity Notes of Total Member Funds increasing from \$187,058 to \$206,082.

Based on the previous financial year's loss balances being carried forward there will once again be no Provisional Tax payable for this period.

The Financial Year ahead

Following the continued recovery experienced in the previous financial years and a positive outlook for the coming 12 months, CCNNZ's membership rates will remain static with no inflationary increases applied. Inflationary fees will only be passed on at paid member events to accommodate any associated increases in event supplier fees.

Membership invoicing will be issued by our bookkeeper at the conclusion of our AGM meeting on 30th June.

We have conducted a robust forecasting process and determined that our revenue streams are stable and that we continue to be in growth mode. The investment in our Business Manager has already seen increased apportioned membership as well as increases in both event and annual sponsorship. This does need to be overseen with caution as we now start to experience commercial inflationary economic impacts.

Following the successful performance of the MSD program supplied by LearningPlanet and Phone Plus a further variation agreement has been secured for the next 2 months. MSD have advised that this year's RFP process will be undertaken in the period June-August. Based on our current and previous performance, it is very probable that a further contract will be awarded due to the positive impact of the program on our industry. However, nothing can be taken for granted and all program delivery parties will take every business development effort to demonstrate solid and consistent performance be awarded the program for the next 3 years.

Conference and Awards: We are once again in full swing of planning for our exciting in-person annual conference and awards and we are forecasting a cost neutral outcome for this event. We want to re-invest in our members and community as well as maintain affordability for this high value event.

We are also currently investing further in our website presence and refreshing this with another supplier.

Conclusion

We have continued for an eleventh year using the Xero Accounting Tool to provide transparency and maintain the integrity of the use of our members funds.

Despite a further extraordinary and challenging year there were once again many incremental gains achieved and we expect to see much more review and adaptation of this in the coming year. As with each year, our consideration and efforts will focus on the overall ROI for our members and to facilitate networking and growth. We will also ensure the continued success of our MSD program.

In closing I would like to acknowledge and thank our team.

Firstly, Prue Linford for the work she had undertaken on behalf of CCNNZ as our Administrator for the first 9 months of our financial year. She was a huge asset for our team and organisation however we wish her a wonderful and fulfilling retirement.

Secondly, Jade McFadyen who is facilitating and managing our social media engagement strategy. We have continued to see incremental gains during extended challenging times.

Thirdly, the passion and commitment of Johnathan Samaniego our appointed Business Manager. The introduction of this role and the alignment of Jono's skills has enabled CCNNZ to forge strong relationships and partnerships within the industry. Both Member and Sponsorship engagement has lifted and there has been positive growth across both fronts which maximises the benefits for our members and stakeholders.

And lastly as part of a Voluntary Not for Profit Organisation we also very much appreciate the ongoing participation and commitment from our volunteer committee as well as the continued support from our valuable sponsors, key advisors and associates.



Financial Statements

Customer Contact Network New Zealand Incorporated
For the year ended 31 March 2022

Prepared by Rise Accountants



Approval of Financial Statements

Customer Contact Network New Zealand Incorporated
For the year ended 31 March 2022

The Executive Officers are pleased to present the approved financial statements of Customer Contact Network New Zealand Incorporated for year ended 31 March 2022.

APPROVED

For and on behalf of the Executive

A handwritten signature in black ink, appearing to read 'Jovanina', written in a cursive style.

Chairperson

Date 14/6/22

A handwritten signature in black ink, consisting of several overlapping loops and curves, written in a cursive style.

Treasurer

Date 14 JUNE 2022



Statement of Profit or Loss

Customer Contact Network New Zealand Incorporated

For the year ended 31 March 2022

	NOTES	2022	2021
Income			
Conference		-	(375)
Membership		23,519	24,715
Sales		(50)	5,615
Sponsorship - Awards		24,235	-
Sponsorship		13,189	24,300
MSD Program		494,200	539,050
Total Income		560,093	593,305
Cost of Sales			
Event Costs		19,053	22,779
Contractors - MSD Program		457,650	496,320
Total Cost of Sales		476,703	519,099
Other Income			
Interest Income		9	15
Total Other Income		9	15
Total Income		83,399	74,221
Expenses			
Accounting		4,851	1,590
Depreciation		5,000	5,000
Employees & Contractors		44,058	24,302
Other Expenses		10,465	9,226
Total Expenses		64,374	40,118
Profit (Loss)		19,024	34,103



Balance Sheet

Customer Contact Network New Zealand Incorporated As at 31 March 2022

	NOTES	31 MAR 2022	31 MAR 2021
Assets			
Current Assets			
Cash and Bank		201,393	157,617
Trade and Other Receivables		27,877	193,679
GST Receivable		8,832	2,847
Income Tax Receivable		7	10
Total Current Assets		238,109	354,153
Non-Current Assets			
Property, Plant and Equipment		6,296	10,000
Total Non-Current Assets		6,296	10,000
Total Assets		244,405	364,153
Liabilities			
Current Liabilities			
Trade and Other Payables		12,533	165,014
Income in Advance		25,790	12,081
Total Current Liabilities		38,322	177,095
Total Liabilities		38,322	177,095
Net Assets		206,082	187,058
Equity			
Retained Earnings		206,082	187,058
Total Equity		206,082	187,058



Statement of Changes in Equity

Customer Contact Network New Zealand Incorporated

For the year ended 31 March 2022

	2022	2021
Member Funds		
Opening Balance	137,058	152,955
Increases		
Income for the Period	19,024	34,103
Total Increases	19,024	34,103
Total Member Funds	206,082	187,058



Notes to the Financial Statements

Customer Contact Network New Zealand Incorporated For the year ended 31 March 2022

1. Reporting Entity

Customer Contact Network New Zealand Incorporated is an Incorporated Society, and subject to the Incorporated Societies Act 1908.

2. Statement of Accounting Policies

Basis of Preparation

These financial statements are special purpose financial statements, and have been prepared for the sole purpose of reporting to the Executive.

Historical Cost

These financial statements have been prepared on a historical cost basis. The financial statements are presented in New Zealand dollars (NZ\$) and all values are rounded to the nearest NZ\$, except when otherwise indicated.

Changes in Accounting Policies

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

Income Tax

Income tax is accounted for using the taxes payable method. The income tax expense in profit or loss represents the estimated current obligation payable to Inland Revenue in respect of each reporting period after adjusting for any variances between estimated and actual income tax payable in the prior reporting period.

Goods and Services Tax

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

	2022	2021
3. Income Tax Expense		
Income subject to taxation		
Interest Income	9	15
Income from Non Members	531,574	562,965
Total Income subject to taxation	531,583	562,980
Deductions from Taxable Profit		
Apportioned Expenses	537,135	559,377
Income Tax Credit for Non Profit Bodies	-	1,000
Loss brought forward	74,735	83,339
Total Deductions from Taxable Profit	611,871	643,716
Taxable Income	180,287	(74,735)
Tax	-	-