

MANAGER'S REPORT

Annual General Meeting 2026

Jubilee Budget Advisory Service

Reporting period: 1 April 2025 - 31 March 2026

22 September 2026

Kia ora everyone, and thanks for coming along tonight.

Well, it's certainly been another big year at Jubilee. There have been some great things happen, some pretty big challenges, a lot of change, and probably a few times when we've all wondered what was going to be thrown at us next.

Before anything else, I want to say thank you to our Board, our staff, our volunteers, our funders and all the people and organisations who support us. There are a lot of people behind Jubilee, and we really do appreciate you.

Our purpose is pretty simple. We're here to help people.

We walk alongside individuals and whānau when money has become difficult, confusing or completely overwhelming. Sometimes someone just needs a bit of help getting their budget sorted, and other times their situation is much more complicated. Whatever has brought them through our doors, we want them to be treated with dignity and respect, without judgement, and hopefully leave feeling like there is a way forward.

This year in numbers

And there have certainly been plenty of people needing us this year.

1,240	client cases
398	new client cases
644	cases closed
2,788	financial mentoring sessions
435	MoneyMates sessions
192	food parcels provided
149	TMM cases

They're pretty big numbers, but I think what tells the real story is why people are coming to us.

The increased cost of living affected 702 of our cases.

We also had

- 480 cases involving health issues
- 402 involving decreased income
- 349 involving money owing to Work and Income
- 267 involving rental costs
- 243 where mental health was a factor.

Then there are relationship breakdowns, job losses, unexpected costs, addictions, financial abuse, bereavement and all the other things that happen in people's lives.

So when somebody walks through our door, it's very rarely just about money.

One figure that really puts the work our mentors are doing into perspective is the amount of debt our clients presented with this year.

**More than \$52 million in client debt presented
plus over \$5 million in arrears**

Our mentors have done some pretty incredible work amongst all of that.

There were

- 378 debt repayment negotiations
- 278 KiwiSaver hardship applications
- 41 Debt Repayment Orders
- 15 No Asset Procedures,

along with many other forms of advocacy.

By the end of the year, more than \$3.78 million of debt had been retired, including over \$525,000 through insolvency, as well as more than \$966,000 of arrears.

That is something our team should be really proud of.

But for me, one of the nicest parts of the statistics isn't actually about money.

Our client feedback shows that after working with us, people felt more hopeful about their future, more supported and empowered to make good decisions with their money, and more confident that they could achieve their money goals.

That's what all of this is really about.

A challenging year

Of course, the year hasn't been without its challenges.

Funding has been a big one.

We had a shortfall in funding and had to make the really difficult decision to let the equivalent of two full-time Financial Mentors go.

That was a very difficult process, at an already trying time, and it certainly wasn't because we didn't have the work for them.

What I am really proud of is how our team handled it. Even with all the uncertainty and change going on around them, they kept a positive outlook, supported each other and kept our clients at the centre of what they were doing.

I think that's probably one of the things that has stood out to me most this year.

We've had a huge amount of change within our Jubilee family, but somehow we all seem to click together and it just keeps getting better and better.

People jump in when somebody needs help. We juggle things around when we need to, and when things get a bit crazy - which they definitely do - everyone just seems to get on with it.

There's plenty of banter and laughs amongst the chaos too, which I think probably helps!

SuperSkills Jubilee

And then, of course, we have SuperSkills.

SuperSkills continues to be this incredibly busy little part of Jubilee, with classes, people and projects going in every direction.

One of the highlights was our Creative Connections Exhibition at Arts Murihiku. Around 307 people came through the exhibition, but what I loved most was seeing our clients proud of what they had created and being able to bring their friends and family along to see it.

And then there's Heather - our energiser bunny. I'm still not quite sure where she gets all that energy from! Between Heather, our tutors and our volunteers, they somehow keep an incredible number of classes and people organised, and we're very lucky to have them.

A big thank you to our funders and supporters

I also want to give a proper shout-out to our funders and supporters because none of this happens without them.

For the Budget Service this year we received support from MSD, Aotearoa Gaming Trust, COGS, Community Trust, ILT Foundation and Catalytic Foundation.

We were also incredibly lucky to receive

- Rotary Club of Invercargill Book Sale.
- The David Ellison Trust
- The Trusts Community Foundation
- Bowls Southland
- and even the Invercargill Work and Income staff contributed through their Mufi Day.

Those things mean a lot to us. Whether it's a large funding contract, a grant, a local club choosing us as their charity, or somebody simply deciding they want to help - it all contributes to keeping Jubilee going.

I also want to thank our regular individual contributors for this year

- Bob Lindsay of Queenstown
- Andrew Winder
- Plus all the one off contributions from our friends

We know there are a lot of amazing organisations out there all trying to get a piece of the same funding pie, so we certainly don't take any of this support for granted.

Looking ahead

As for the year ahead - who knows!

We know funding is going to continue to be something we have to work hard at. We know people are still struggling, and the demand for what we do isn't going away.

But I also think this year has shown us that we're pretty good at adapting.

We'll keep looking at how we can do things better, keep building relationships within our community and, most importantly, keep doing what Jubilee has always been here to do - help people.

So to our Board, our volunteers, our funders, our community partners and everyone who has supported us this year - thank you.

And to my incredible Jubilee team - thank you.

Thank you for the work you do, for caring about our clients, for helping each other out, for adapting when things don't quite go to plan, and probably for putting up with me as well!

We've had a pretty full-on year, but when I look back at what we've actually achieved together, I think we have a lot to be proud of.

Here's to the next year at Jubilee - and hopefully one with just a few less curveballs.

Thank you.