



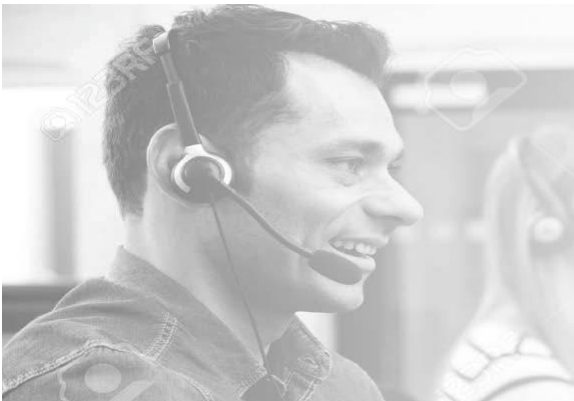
Marsha Marshall - Chief Executive Officer

Hi everyone,

I recently had a frustrating experience with a call-centre when trying to get a simple query answered, which got me thinking about your experiences with us and highlighted to me how important good customer service is.

We are all busy and stretched for time, and nobody wants to spend longer on the phone than they have to. That got me thinking about how we could improve our service here at Manawanui. We realise that many of you work, so contacting us during working hours can be a challenge.

As a result, we have decided to extend our Helpdesk hours to include evenings (until 8 pm) and Saturday mornings. We are currently recruiting to these positions. We hope to fully extend the hours by early to mid-November. We will keep you informed!



Manawanui Helpdesk

Committed to First Call Resolution

Monday - Friday: 8am to 8pm
Saturday: 9am to 12 midday

Call 0508 462 427 OR
Email helpdesk@incharge.org.nz

We're committed to First Call Resolution – answering your query the first time you call, so you won't have the same frustrating experience I had a couple of weeks ago. If we can't resolve the query there and then, we'll get back to you within 24 hours. We're here to help you make the most of your funding, so if you're not sure about something give us a call or email us on helpdesk@incharge.org.nz.

Speaking of making things easier, have you signed up for our Client Web Portal yet? The Client Web Portal makes managing your funding that much easier! With a few clicks of your mouse, you can set up your budget, check your expenditure, manage your support staff and submit claims and timesheets. You can sign up for the Web Portal here: <https://portal.incharge.org.nz/apply>

We also have an exciting learning opportunity coming up in November. We are running an all-day seminar on micro-boards and family-governed initiatives. This seminar will explore how families can bring people together to develop a range of family-governed initiatives like micro-boards, intentional networks and family-governed collectives.

The seminar be held on the 16th of November at Eden Park, Auckland and will feature local experts, as well as an international guest speaker— Linda Perry. For more information and to register, please go to <http://www.incharge.org.nz/securing-future-crafting-good-life-workshop/>. That's it from me this month.

Marsha



Rodney Draper – Chief Financial Officer

Hi everyone,

Spring is on its way and so are the next public holidays.

As Labour Day falls on Monday 23rd October we will need your timesheets or reimbursement claim forms sent to Manawanui by close of business on Thursday 19 October. This is because we will not have Monday to process the payments. We will process all payments on Friday before the holiday, to ensure that everyone is paid.

Please note, we cannot guarantee that timesheets or reimbursement claim forms received after the 19th of October can be paid on time.

You are also reminded that **on June 13 updated verification requirements came into effect.** The Ministry of Health now requires people using our Self-Managing service to submit the full name, address, phone number, date of birth, number of hours worked and amount paid for **ALL** people who provide support to them. People who use our Payroll Service and also employ contractors are also required to submit this information.

We have also updated our forms and if you are self-managing or employing contractors, you must use the new form and submit the information or we will not be able to pay your support people. This does not apply if you are using a third party contractor as they will have all their employee records.

Thanks

Rodney

Client Statement Guidelines

Please find attached Manawanui's client statement dated 31 August 2017. The reimbursement, payroll and fees transactions on the statement are backdated by 14 days; therefore the statement includes transactions up to and including the 14th September 2017.

Please note that not all of the following guidelines may apply to your particular circumstances.

- 1 Mailing Address and e-mail Address – As personal information is continually changing please contact us if you have moved, changed your e-mail address or if any information on this statement is incorrect.
- 2 NASC Review Date – This is the date that this current funding period will cease. If this date is within two months, then you will need to contact your local NASC to organise a review of your funding.

Features

- 4 The client statement shows two columns with figures relating to both the **Funds spent for the month** (left hand column) and the **Total Funds allocated and spent for the funding period** (right hand column), up to the **Statement Date**.
- 4 Statement Month (left column) This column shows the total amount spent for each item for the current month. The figure above the heading **"August 2017"** is your total balance as at the date of your previous statement or if this is the first statement of your new funding allocation will be the same as the total funds shown at the top of the right hand column.
- 6 Expenses Paid – Depending on which payment method you use, this figure will be a total of either the Payroll or Reimbursement amounts paid in the statement month. (If you have changed your payment method within the funding period you may have a figure under each of these).
- 7 MIC Fees – This is the amount of Manawanui Fees you have paid for this statement month.
- 8 Liability Insurance – If you have opted to take out Liability Insurance through Manawanui and we have paid your premium this month, it will be reflected here.

Money Saved for Future Payments

These are the amounts which are deducted for payments that will occur in the future and Manawanui will pay for you as they arise.

- 9 ACC Accrual - This is the amount of ACC accrued and deducted for this month.
- 10 Holiday & Alt Hol Pay Accrual (to 30/09/16) – This is the amount of holiday pay and alternative holiday pay that was accrued in the past for your employees. The total will be a negative as the balance was transferred to a different account (next item).
- 11 Holiday & Alt Hol Pay Accrual (from 01/10/16) – This account now has the total amount of holiday pay and alternative holiday pay that is owed to your employees. It will also show the total for the month based on the sum of the weekly accruals.
- 12 Funder – This is the source of your funding allocation. If you get multiple statements, they will likely have different funder names at the top of the front page.

Additional Funding Received – If you have an amount showing for this and you are unsure what it means, please contact your coach.

13 Funding Period (Right column)
This column shows the total amount spent for each item for the current funding period.

14 Total Funds Allocated by NASC for this Funding Period – This is the total amount of funds allocated to you by the NASC for your current allocation period.

All figures in this right hand column relate to your total amount of funding used **since your current NASC allocation began**. As for the monthly totals, the categories are the same: Reimbursement or Payroll, Manawanui Fees, Liability Insurance, Holiday Pay and ACC.

Explanation of Totals

15 Total Funds Spent this Period – This is the total of all the figures in the left column.

16 Total Funds Spent – This is the total of all the figures in the right column and is a total of all funds spent since your current NASC allocation began.

17 Total Funds Remaining – This is the balance of your current allocation up to the date of this statement (if you have overspent your current allocation there will be no remaining balance entered here).

18 Total Funds - Overspent – This will show a negative figure (in red) if you have exceeded your current allocation.
(Please note, if you have an overspent amount on your statement – please ensure you contact your IF Coach urgently for further assistance)

19 Total Holiday and Alternative Holiday Pay Accrued as at – This is the total amount of holiday pay and alternative holiday pay that is owed to your employees as at the date stated on the right of the statement.

Client statement budget transaction records

Details of each transaction are shown and described on the next two pages of this document.

Client Statement

12 Ministry of Health

To: 1

Client Name:

Client NHI:

Current Funding Start Date: 18/03/2016

Email Address: 1

Client Code:

Statement Date: 30/10/2016 3

NASC Review Date: 16/03/2017 2

Total Funds Allocated by NASC for this Funding period: 4

Funding Remaining from Last Statement

Expenses Paid

Payroll

Reimbursement

MIC Fees

Liability Insurance

Money Saved For Future Payments

**ACC Accrual

**Holiday & Alt Hol Pay Accrual (to 30/09/16)

**Holiday & Alt Hol Pay Accrual (from 01/10/16)

Other Funding Received

Additional Funding Received

		14 \$50,000.00
	\$46,696.69	
	5 October 2016	Total to Date
6	\$495.43	\$3,966.54
	\$0.00	\$0.00
7	\$40.63	\$325.26
8	\$0.00	\$0.00
9	\$6.84	\$55.64
10	\$0.00	-\$214.76
11	\$392.68	\$392.68
	\$0.00	\$0.00
15	Total Funds Spent This Period	\$1,215.19
16	Total Funds Spent	\$4,518.50
17	Total Funds Remaining	\$45,481.50
18	Total Funds -Overspent	\$0.00

** Please note that these figures are indicative only

19 Total Holiday and Alternative Holiday Pay Accrued at 30/10/2016 \$392.68
(this amount has already been deducted from your funding)

20 ACC Accrual


Before October, each item under this heading is the amount of ACC saved (accrued) to pay ACC employer levies from your funding each month. From October we have started accruing for ACC each week. So you are now able to see how much ACC has been

21 accrued for each week of payments. The total of these is the same as the total amount for ACC accrued on page one of the statement. 9

22 Holiday & Alt Hol Pay Accrual (to 30/09/16)

Each item under this heading is the balance of holiday pay and alternative holiday pay saved (accrued) at the end of each month. At the end of September, we have transferred the balance of this account to a new holiday pay account (next item). You will therefore now see a zero amount on 30/09/2016. 23

24 Holiday & Alt Hol Pay Accrual (from 01/10/16)

The opening balance of this account is the transferred amount from the closing balance of the previous holiday pay account. This means you are now able to see how much holiday pay has been accrued for each week of payments. 

26 Payroll

This is the total amount paid per fortnight for support related costs, including any expenses claimed. The 'paid date' (on the right) is the date money is paid in to peoples' bank account(s). The date on the left relates to the pay period in which the costs actually occurred.







27 MIC Fees

For each payroll or reimbursement transaction above, there is a fee. If you look at the date on the left of the payroll/reimbursement transaction you will see a matching fee with the same date.

Client Statement Budget Transaction Records

Client Name:

Budget Period: 18/03/2016 - 16/03/2017

Item Type	Date	Amount	Description
<u>ACC Accrual</u>			
	30/09/2016	\$12.81	ACC Accrual for September 2016 
	09/10/2016	\$6.85	ACC Accrual for week ending 23/10/2016 
<u>**Holiday & Alt Hol Pay Accrual (to 30/09/16)</u>			
	29/09/2016	\$317.32	Holiday Pay and Alternative Holiday Pay Accrual 30/09/2016 
	30/09/2016	\$0.00	Transfer to new Holiday Pay account 
<u>**Holiday & Alt Hol Pay Accrual (from 01/10/16)</u> 			
	01/10/2016	\$317.32	Transfer from old Holiday Pay account
	09/10/2016	\$75.36	Holiday & Alt Hol Pay Accrual for week ending 23/10/2016 
<u>Payroll</u>			
	21/09/2016	\$546.18	Paid 05/10/2016
	05/10/2016	\$495.43	Paid 19/10/2016 
<u>MIC Fees</u>			
	21/09/2016	\$44.79	Payroll Fee
	05/10/2016	\$40.63	Payroll Fee 

If August was your NASC review month

If your funding has been reviewed during August, you will receive 2 statements for August, one showing the expenditure (if any) recorded against your (now) old allocation and a second statement showing the expenditure (if any) for your new funding allocation.

If you have specific questions about your client statement please contact your IF coach via our free phone line 0508 IFCOACH (i.e. 0508 432 622) or email us at info@incharge.org.nz