

Your 2022 Impact Report

A look back at 2021



The Tusa family

How you helped one family say goodbye to a 'toxic' money mindset

Amy Tusa constantly found finances were 'tight' – especially with the family living on one income and with high Auckland rent. **She and her husband were just managing to put food on the table, and provide the necessities**, but at times she was forced to ask her parents to top them up. When Amy decided to put a stop to that, suddenly there was an overdraft – and it was unmanageable.

"There was this panic: 'How are we supposed to pay this off? How do we stop this from happening?'"

Recalling a recommendation from a colleague, Amy called CAP, and was encouraged to jump online to find a CAP Money course nearby.

"I've never been to a financial course. I was expecting I'd be shamed."

In my head the narrative was, 'you brought this on yourself.' But I turned up at St Columbus Church and Bruce, the coach, cancelled all that out. He was so warm, I felt comfortable."

During the three free sessions, Amy was inspired by the CAP Money content and the way Bruce broke down a budget. She recalls being encouraged to investigate: 'Have a look – can you save here? What income can you increase?' Amy credits CAP Money with breaking 'a toxic mindset.'

"It was so safe you could be vulnerable. Each week it ended up being more uplifting. Bruce was like, 'So, you've got debt, why do you have the debt?' I was empowered to make changes."

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Then came the cherry on top... after attending CAP Money, Amy applied for a rent-to-own house with the Housing Foundation. In August, the Tusa's application was accepted!

"We got accepted because we were able to be transparent with what we owed. They wanted to know what course I had done!"

Recently, Amy recorded their successes since taking the CAP Money course:

- PAID OFF THE OVERDRAFT! \$2000
- BOUGHT THE KIDS CLOTHES AND SCHOOL UNIFORMS
- TWO DENTIST VISITS FOR AMY AT \$300 EACH - JUST PLANNED FOR IT!
- OPTOMETRIST VISITS FOR MATT AND LEVI, GLASSES FOR LEVI
- PAID BACK AMY'S PARENTS! \$2000

“ My husband's more involved because I'm involving him more... he said, 'I love this, I want to be part of the decision... Communication has completely flipped. Now he's talking about what he wants to do with our money: We're accountable to each other.' **” Amy**



CAP Money

You are equipping people to manage their money well

Lockdowns created increasing financial stress for many New Zealanders – and added more demand for CAP Money courses. **In fact, last year 1000 people like Amy reached out for the financial guidance of CAP Money.** With courses now available online, people who can't physically attend, including those in rural areas, no longer have to miss out on learning vital financial skills. Online courses have been booked to full capacity!

16,001

people have completed CAP Money since 2009!

CAP Money



strengthens partner relationships



improves spiritual wellbeing



increases financial resilience and savings

Every dollar

you give delivers

\$4.30 worth

of social impact to New Zealand!

*Source: ImpactLab independently assessed the social impact of CAP Money in October 2020

Your support ensures CAP continues to advocate for New Zealanders in hardship

In 2021, CAP analysed the loans of more than 70 clients, with more than half of these investigations having positive outcomes for the client. And for one woman, this meant thousands of dollars was written off her debt balance. Here's Martha's story.



Martha is a solo mother of three young children, and she lives with a disability. Before coming to CAP, a significant portion of Martha's income was redirected to debt. Martha was desperate for a car to take

her children to school and doctor's appointments, and to do essential tasks like grocery shopping. To afford a car, Martha needed to take out a loan, but because of her low credit score, she struggled. She finally found a lender – but they sold cars for a significant mark-up and had high interest rates. Martha felt she didn't have a choice. She had no savings to afford anything cheaper, so she took the opportunity when she heard a 'yes.'

With excessively high repayments, Martha soon fell into a spiral of debt. Default interest and fees

consumed any payments she was able to make and stopped any progress on the actual loan.

The lender began switching off her car with a remote "immobiliser," forcing Martha to choose between feeding her family and having the car switched on.

Because of your support, CAP *could* review Martha's case fully, and saw that the lender hadn't properly assessed Martha's ability to afford repayments. CAP was able to claim "irresponsible lending," which requires the creditor to waive all interest and fees. This intervention meant Martha would only need to repay the principle amount she borrowed.

Consequently Martha saved \$13,000, of which \$3000 was refunded to her account.

Martha is now debt free! Thank you for empowering this life-changing advocacy work.

*Stock image used and name changed to protect identity

In 2021...

CAP investigated the affordability of **70** clients' loans **resulting in** **\$71,779** of unfair debt wiped

Sharing insights with government, industry and media

Your support means stories like Martha's can be shared widely, creating meaningful, lasting change for people in hardship across Aotearoa.



Lockdown and Hardship Report: The Impact on Vulnerable Families in Aotearoa – examining the impact of continued lockdown on vulnerable people and sharing recommendations for the future. *This report was shared with government and featured in Rhema and Stuff.co.nz.*



Demanding Better Report: Why debt collection practices in Aotearoa need to change – highlighting practices such as debt collectors dressing up to look similar to police, with secret-service style earpieces and flak jackets; and making recommendations drawn from CAP families' experiences.



Read all of CAP's reports at capnz.org/about/research-and-policy



Chanel (left) with her daughter (right)

From 'living on the line' to blessing others

Chanel, a Nelson-based teacher, describes her life before CAP as 'heavy.' She says she lacked wisdom around finances... and struggled from pay to pay to provide for her family.

"As soon as all my bills for my debts would go out, I'd be living on the line. I was like, 'turn all the things off, it'll cost too much,' but the kids were like, 'Oh Mum, it's cold.'"

Thankfully Chanel reached out to CAP for help. When her Debt Help coaches visited her in her home (pre-lockdown)... **"they were very warm, encouraging and real. It felt good, knowing people weren't judging you, that you were being genuinely listened to and cared for."**

The CAP Team created a budget for Chanel which prioritised her needs, and included savings. And thanks to your generosity, she had wrap-around support – **a huge help when unexpected expenses came up.**

"Car repairs... when something would go wrong, I'd ring you guys up, and it just made it so much easier to be vulnerable... and when I had a problem to just let [CAP] know."

Chanel says her journey to becoming debt free had a positive impact on her faith.

"It's allowed me to be fully surrendered, because ... I was trying to fix it, but God was like 'leave it

with me.' Within the first month, I felt like the shackles were falling off."

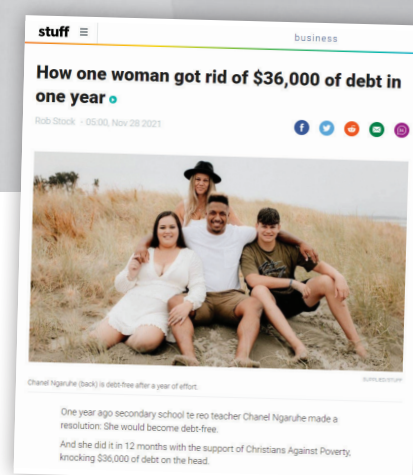
In October, one year after starting with CAP, Chanel received the call she'd been longing for – the news that she was debt free! She was so overwhelmed and grateful, and said that she's looking forward to spending more time with God, her Papa, now that she's debt free.

Chanel loves having the ability to give back, since she's learned firsthand how to save and budget.

"I've been able to bless others, which feels really good. I want to continue to sow into this beautiful God-driven enterprise... be a lifelong supporter."

Chanel's story attracted extra celebration and publicity, as she was CAP's 2000th debt free client!

"I'm your walking, talking promoter. Anyone that's struggling I'm like, 'Bro, have you heard about CAP?'"



Listen to Chanel's tear-jerker debt free phone call: simply scan this QR code with your phone's camera, or visit capnz.org/chanel



This is how you impact CAP clients' wellbeing once they're working with CAP:*

I feel very or absolutely...	Before	After
hopeful for the future	10%	84%
supported and empowered to make good decisions with money	11%	82%
positive about how money impacts my relationships	11%	78%
confident I could achieve my money goals	11%	81%

*Results from 2021 Client Survey using MSD Financial Wellbeing tool

Before CAP

“When there is nothing or no room for movement on the budget it really takes you to a place of sadness.”

“Mentally draining. Constant planning to try and provide for my wife and kids.”

5 out of 6

clients said being in debt affected their relationship with their partner or spouse

Over half

couldn't afford doctors' appointments

3 out of 4 felt they couldn't be good parents

After CAP

“I feel for the first time there is a future for me.”

“Like a weight has been lifted from my shoulders. I feel so amazing!”

\$11,129,178
of bills and debt repaid or written off in 2021

807

new families visited in their homes or online by their Debt Coach

191

people went completely debt free in 2021 – 2,033 since 2007!



67 people said 'Yes' to Jesus in 2021 – 1,390 since 2007!

Check out the difference you made in 2021 for thousands of New Zealanders



Watch Mel's story



“All of this heaviness I'd been carrying around for so long, is just now gone, just lifted.” Mel, debt free 2021



“I wouldn't be where I am without Jesus and you guys.”
Leasa, debt free 2021

“It’s a big
turnaround
for me.”

Lynette (Debt Coach), left, and Violet (CAP client), right

Lynette Archer, Debt Help Coach at Whanganui Central Baptist, loves that she gets to bring holistic support, and the transforming love of Jesus, to people like Violet.

Here, Lynette and Violet each share some of the richness of this CAP/local church partnership – it’s a partnership powered by you!



Lynette

Violet told me that her doctor was concerned about her health. She needed to get fitter, but was only able to afford \$12 shoes, and her legs hurt if she walked too far... so, I put it out to a few women at church – if Violet could pay \$20, could the women match that? And they did!

The guy at the sports shop fitted Violet with walking shoes. The ones she liked, in unicorn colours – just Violet’s thing – were on special. It was wonderful!

The woman working at the shop – I told her the story – and she just burst into tears! She said, **‘I need to know things like this are happening for people in our city!’** It was a magic moment. Just blessed and blessed. **The women from church who gave money were delighted.**

After six months Violet had lost nearly 20 kilos, and her trousers were falling off! Now she needed a new pair... the same women from church said, ‘how much do you need?’”





Violet

If I wasn't joined up with CAP I'd probably be down in this deep dark hole. I used to worry about when is that bill going to get paid? How am I going to pay that? Now, I pay my rego for a whole year! A whole year I don't have to worry! There's no words for CAP! They've taken a big load off my shoulders.

To get some proper walking shoes - that really touched me. **How beautiful of them to do that, just for me to keep up my walking** - absolutely beautiful.

I don't even spend money anymore. I just leave it in my card unless I really need it. I've got a savings account where I've got one department for personal stuff... then I've got another one for my vehicle only. It's a big turnaround for me. And you know what? **It feels really good, having more self-control.**

CAP has been brilliant towards me, and I appreciate everything CAP has done for me from the bottom of my heart. Even the little things - those things really touch me."

I am so glad I have Lynette as my coach. She has a heart of gold, and a sense of humour like mine. I always look forward to our catch ups."

Discovery Break

"I had a blast!"

Last July, Lynette and Violet attended CAP's Discovery Break - an all-expenses paid retreat for CAP clients - where Violet quickly picked up the affectionate title of Camp Mother.



Lynette "Once Violet could walk OK and was feeling better, she also accepted my thought about getting some counselling. And Discovery Break came at a good time. She's got no church background, so after Discovery Break the church gifted her 'The Jesus Story Book.' She was so delighted. I said, "Who shall I write it to, on the inside cover?" She said, "Camp Mother!" Going to Discovery Break was just one more part of the journey for Violet, who still has 18 months to go until her 'Debt Free Day.' She says when that day comes, she's going to be 'so over the moon' - thanks to you - and the support she receives from her local church."

Violet "When I met all these people, they said to me 'Violet, you bring such joy to everybody,' 'cause, you know, my bright bubbly personality... So, I actually had a blast that weekend, it was really really cool. I just enjoyed meeting everyone, and having a games night, and staying up late. It was naughty food, but it was worth it!"

In 2021...



13 churches opened a new Debt Help Centre in high-need as well as new areas

56 churches reaching their communities with Debt Help

From survivin' to
thrivin'
Darlène's story



Families have
50%+
more money
per week for food,
once with CAP

When Debt Coach Raewyn Schwerzel first met Darlene one Sunday at church, Darlene was grieving the death of her partner.

She had recently moved into the area to escape some of the negative influences in her life. Raewyn recalls, "she was burdened, emotionally up and down and had very little support as a single mum."

As Darlene opened up about her debt and struggles, **Raewyn encouraged her to call CAP and start her debt repayment journey.** Says Raewyn, "this provided a platform to go deeper in many other areas in her life – emotionally, spiritually and relationally."

Now, Darlene is eager to share her story with you – because in her words "I like people to see how much God's changed our lives."

BEFORE CAP
Almost
1 in 2
clients skipped
a meal every
single day

Q Darlene, what was life like before you started with CAP Debt Help?

A It was hard. Having to live week to week and not keeping up with my bills... I'd sacrifice bill money onto food. My son and I had to sleep in the car a couple of times.

Q How did everyday life change, once with CAP?

A Raewyn told me about herself and about how CAP works. CAP's not like other budget places – it's all clear, makes a lot of sense. Stress levels started settling once I knew how the money was going to be [repaid]. I've been able to get clothing for my son, more food in the cupboard. I help

my son out with his saving. Weekly I give him coins to count and give him up to \$10 to spend.

Q How has your faith played a part in your journey?

A I made a commitment in going to church and getting to know the people there. They're like a big family to me... I know I can go to them. God's been so uplifting for me and my son. He's with me all the time, He's bought peace into my home. My family since I've been a Christian... they can't believe how much has changed.

Q What's it like being debt free?

A I was so excited to be able to manage on my own! I'm still saving now to this day! I don't really have savings goals materially, but I like to get out there and help people. I really want to be a missionary. I go every Sunday and volunteer at church, help with preparing food, and I volunteer at the op shop as well.

Adds Raewyn, "Darlene's transformation is visible. She looks whole and has a joy that shines through when she smiles!"



Thank You for helping families like Darlene's find the practical and holistic help they need to thrive.

Thank you to all the brave individuals who have shared their stories for this report.