



Statement of Performance Expectations

2020/21





Statement of authorisation

This Statement of Performance Expectations meets the requirements of the Crown Entities Act 2004 and reflects Public Trust's proposed performance targets and prospective financial information for the period 1 July 2020 to 30 June 2021. It should be read in conjunction with the Statement of Intent 2021–24.

The purpose of the prospective financial statements is to facilitate Parliament's consideration of the planned performance of Public Trust.

Use of this information for other purposes may not be appropriate. There is no intention to update the prospective financial statements subsequent to presentation.

The Public Trust Board is responsible for and has deemed appropriate for issue the prospective financial statements presented, including the appropriateness of the assumptions underlying the prospective financial statements and all other required disclosures.

On behalf of the Board of Public Trust:

Ian Fitzgerald
Chair
30 June 2020

John Duncan
Deputy Chair
30 June 2020





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Our principal objective



Public Trust has a long tradition of looking after the interests of New Zealanders – it's what we've been doing since we were established in 1873.



Our principal objective as defined in the Public Trust Act 2001 is to operate as an effective business.

To this end, we need to:

- be as efficient as comparable businesses that are not owned by the Crown
- prudently manage our assets and liabilities
- maintain financial viability in the long term
- be a good employer
- be an organisation that exhibits a sense of social responsibility by having regard to the interests of the communities in which we operate.



What we do for New Zealand



At some point in life, every New Zealander will require one of our offerings, and we want to ensure we are there for them when they need us most. To achieve this, we aim to deliver products and services that are compelling, relevant and accessible to all Kiwis.



Estate planning and management

We provide guidance to New Zealanders to ensure that the people and things that matter the most to them are taken care of after they have passed away. We work with our customers to maintain and review their estate plans to ensure they remain relevant and up to date over their lifetime. This might include:

- wills and enduring powers of attorney (EPAs) advice and drafting, either in our branches or through our Public Trust online service
- advice on setting up and maintaining family, inheritance, prepaid funeral and charitable trusts.

Estate administration

We administer and manage immediately distributable and ongoing estates, carrying out the wishes of customers as set out in their wills to ensure assets are transferred to beneficiaries as smoothly and efficiently as possible. We are the largest estate administrator in the country, and it is our core business activity.

Executor Assist advisory service

We work with lawyers and private executors to help them with some or all of the tasks associated with being an executor. We complete probate applications, collect assets, pay liabilities, complete tax returns and completely manage estates on behalf of executors if required.

Charities

We are one of New Zealand's largest charitable trust administrators and advisers. We help over 410 charities and have strong experience in charitable gifting and the establishment of charitable trusts and purposes.

We manage lots of different asset types, including New Zealand's largest training farm, Smedley Station.

Personal Assist

We offer a tailored personal management service called Personal Assist where we help customers manage their financial and property matters, including paying bills, managing bank accounts, buying or selling assets, arranging caregiving or home repairs and applying for pensions.

Personal management services under the Protection of Personal and Property Rights Act

We provide personal management services under the Protection of Personal and Property Rights Act 1988. This involves Public Trust being appointed by court order as the property manager for customers who no longer have mental capacity to manage their own affairs.

Services to tertiary education

We safeguard student fees on behalf of private training establishments through our Fee Protect service. This service protects students from losses outside of their control (for example, due to closure or insolvency of a course provider). We currently safeguard the course fees of over 23,000 students through this service.



Investment services for fiduciary customers

We provide investment management services to a range of customers ensuring they can access effective and appropriate advice. We offer an on-call deposit account to meet customers' short-term saving needs and an investment funds management service to meet customers' long-term investing needs.

Our Common Fund is subject to strict investment guidelines and contains money from trust accounts of fiduciary customers. As such, we take a conservative approach to managing our Common Fund investments, and all investment activity is governed by the Public Trust Management Investment Committee who reports directly to the Board.

We aim to achieve best-in-class investment results for our clients after taking into consideration our clients' investment horizons and appetite for risk.

Services for the most vulnerable New Zealanders

Under various statutes, we have specific responsibilities in relation to providing protective fiduciary services to support the wellbeing of New Zealanders, especially for vulnerable members of society or those who may be precluded from obtaining key services by reasons of affordability. This includes estate management services or personal property management for customers with only a small amount of liquid assets. Public Trust also audits statements filed by private property managers under the Protection of Personal and Property Rights Act. We receive funding from the Ministry of Justice for these services.

We are also required, in some instances, to act as trustee of last resort and provide fiduciary services to individuals when there is no other provider or when their needs are unlikely to be met by private sector trustee organisations.

Corporate Trustee Services

Public Trust has a specialised corporate trustee team that supervises a number of New Zealand businesses to help ensure consumer and investor trust in the financial system is maintained.

Licensed under the Financial Markets Supervisors Act 2011, we supervise more than \$120 billion in assets – monitoring and protecting the collective interests of investors in KiwiSaver schemes, managed investment schemes, superannuation schemes and public debt issues – and act as a statutory supervisor for retirement villages.

We also act as corporate trustee in a number of structured finance arrangements, asset securitisations and wholesale funds by holding assets in trust in accordance with trust deeds.

We provide custodial services to a wide variety of clients in the New Zealand market. In addition to holding securities for safekeeping, we are also responsible for trade and cash transactions, settlements, the collection of dividends and interest payments, tax support, reconciliations, foreign exchange transactions and regular reporting to clients.

Our role in protecting New Zealand's retirement savings

Public Trust currently supervises eight KiwiSaver schemes and 11 superannuation schemes with approximately \$22.5 billion of assets under management.





Measuring our progress



We use a range of measures to assess our progress in delivering on our strategic goals. These measures have been selected to balance our objectives of serving our customers and communities, being a good employer and building a financially sustainable business.



Objectives	What success looks like	Measure	2018/19 actual	2019/20 estimate	2020/21 forecast
Serving our customers and communities	New customer growth in estate administration	Number of new estates administered each year	1,716	1,572	1,851
	Number of new wills and EPAs entered into each year	New business sales for wills and EPAs	6,688	6,454	8,097
	Increase the percentage of new wills and EPAs completed online each year	New business sales for wills and EPAs completed online compared to total sales	N/A	15%	25%
	Increase in Net Promoter Score	Net Promoter Score ¹	11	33	40
	Increase in the number of users visiting our website	Number of users visiting our website each year	174,756	210,000	230,000
	KiwiSaver assets under management	Annual growth percentage for KiwiSaver assets under management	16.60%	5.03%	6.17%
	Increase in KiwiSaver customers under supervision	Number of KiwiSaver customers under supervision (thousands)	988	1,047	1,146
Being a good employer	Reduction in total recordable injury frequency rate	Total recordable injury frequency rate	2.4	0.79	2.4
Delivering sustainable financial outcomes	Revenue growth	Annual revenue growth	10.20%	-2.45%	8.65%
	Increased productivity	Productivity percentage (full-year average)	56.1%	58.2%	62.7%

1. During the 2019/20 financial year, the measurement of Net Promoter Score (NPS) changed from a twice yearly survey to 'in real time' NPS surveys sent out to all customers and beneficiaries after their interaction with us.



Contribution to Crown outputs

Public Trust has one reportable class of outputs under section 149E(1)(a) of the Crown Entities Act 2004, which arises from our services agreement with the Crown (acting through the Minister of Justice). Under this services agreement, the Crown purchases a range of non-commercial fiduciary services from Public Trust to ensure that affordability does not prevent New Zealanders in need from obtaining key estate and personal management services.

Providing these services helps advance the Crown's objectives of supporting New Zealanders to improve their wellbeing and protecting the most vulnerable members of our society.

The outputs arising from this contract are intended to enable access to trustee services for New Zealanders who are either vulnerable or unable to obtain key estate and personal management services within their own means.

How performance will be assessed

The services agreement specifies the scope of services Public Trust provides. Performance under the agreement is monitored through regular reporting to the Ministry of Justice.

Public Trust assesses its performance under the agreement by measuring the number of clients served and total hours spent providing services.

Details of Public Trust's actual, estimated and forecasted results are shown on the next page.



Service	Measure	Client asset pool	2018/19 actual		2019/20 estimate		2020/21 forecast	
			No. of clients	Hours	No. of clients	Hours	No. of clients	Hours
Providing services to incapacitated persons under the Protection of Personal and Property Rights Act or under Public Trust agencies	Number of clients served and hours to manage and advise under the Protection of Personal and Property Rights Act	\$0-20,000	541	7,968	510	9,297	554	10,096
		\$20,000-50,000	23	394	56	529	61	574
Administration of estates and trusts	Number of clients served and hours administering ¹	\$0-20,000	667	2,016	594	1,817	645	1,973
		\$20,000-50,000	328	2,296	243	1,950	-	-
Examination of statements filed in court by any manager who is not a trustee corporation under section 46 of the Protection of Personal and Property Rights Act 1988	Number of clients served and hours taken to examine statements	\$0-20,000	512	1,458	718	2,661	780	2,890
		\$20,000 +	856	3,093	1,131	4,517	1,228	4,906

1. Administration of estates and trusts for clients with total assets valued between \$20,000 and \$50,000 is outside the scope of the services agreement with the Crown for the 2020/21 financial year.

Revenue and expenses

Expected revenue 2020/21: \$3.6 million (GST exclusive).

Proposed expenses 2020/21: \$3.6 million (GST exclusive) - proposed expenses include only the direct costs incurred to deliver these services.

The maximum potential revenue under the agreement is \$3.617 million.

Public Trust will report the costs of providing services to qualifying customers that are in excess of funding received under the agreement.







Common Fund reporting



Public Trust's Common Fund contains fiduciary customers' trust account money and is government guaranteed. The Common Fund is subject to strict investment guidelines that ensure it maintains a conservative risk-return profile. The primary measures used to monitor the Common Fund's risk exposure are value at risk and the liquidity test.



Value at risk

Value at risk (VaR) is a statistical measure of the risk of loss in an investment portfolio given normal market conditions over a defined period of time within a given probability/confidence level. In other words, VaR defines the maximum level of acceptable loss for a portfolio given normal market conditions over a given time period.

Value at risk (VaR) is an estimate of the risk of a loss within a portfolio. By setting VaR measures, portfolio managers attempt to keep the risk of loss within agreed levels.

Measure	2018/19 actual	2019/20 estimate	2020/21 forecast
Common Fund VaR at 95% confidence level over a 12-month period, measured monthly	0.28% ¹ 1. VaR as at 30 June 2019. Monthly VaR results were not available for the full 2018/19 financial year.	0.26% monthly average, with no month exceeding 0.4%	VaR will not exceed 0.4%

The Common Fund VaR measure of 0.4% at 95% confidence is the same as stating that Public Trust is 95% confident that losses in the Common Fund will not exceed 0.4% of the fund value over a 12-month period.

Liquidity test

A liquidity test measures the proportion of liquid assets relative to the total value of an investment portfolio. An asset is considered to be liquid if it can be quickly converted into cash at a price close to its fair market value. The Common Fund must maintain an appropriate level of liquid assets to ensure that it can meet its clients' funding requirements.

Measure	2018/19 actual	2019/20 estimate	2020/21 forecast
Percentage of Common Fund assets (by dollar value) that can be liquidated within 100 days, measured monthly	60.6% ² 2. Liquid asset percentage as at 30 June 2019. Monthly liquidity test results were not available for the full 2018/19 financial year.	55.6% monthly average, with no month below 33%	At least 33% (by dollar value) of Common Fund assets can be liquidated within 100 days



Prospective consolidated statement of financial position

as at 30 June

	Forecast 2020 (\$000)	Plan 2021 (\$000)
Assets		
Cash and cash equivalents	18,496	19,939
Investment securities	314,163	328,673
Advances to clients	2,587	2,509
Trade receivables	1,967	1,987
Contract assets	9,569	10,913
Total financial assets	346,782	364,021
Other assets	4,636	4,005
Right-of-use assets	11,141	15,255
Intangible assets	26,801	22,432
Deferred tax asset	10,163	10,163
Total assets	399,523	415,876
Liabilities		
Liabilities to clients – at call or short term	306,609	313,938
Total liabilities to clients	306,609	313,938
Trade payables	2,806	2,963
Employee benefits	4,026	4,533
Provisions	2,262	2,562
Contract liabilities	307	302
Lease liabilities	11,247	16,250
Other liabilities	845	815
Total liabilities	328,102	341,363
Equity		
Contributed equity	90,174	90,174
Retained earnings	(18,753)	(15,661)
Total equity	71,421	74,513
Total liabilities plus equity	399,523	415,876

Prospective consolidated statement of changes in equity

for the period 1 July 2019 to 30 June 2021

	Forecast 2020 (\$000)	Plan 2021 (\$000)
Equity at the start of the year	67,292	71,421
Profit for the year	4,129	3,092
Other comprehensive income	-	-
Total comprehensive income	4,129	3,092
Equity at the end of the year	71,421	74,513



Prospective consolidated statement of profit or loss and other comprehensive income
for the period 1 July 2019 to 30 June 2021

	Forecast 2020 (\$000)	Plan 2021 (\$000)
Revenue		
Interest from interest-bearing securities	7,724	4,638
Interest from advances	213	195
Less: Interest expense	(946)	(448)
	6,991	4,385
Fees and commission revenue	52,635	59,405
Other revenue	40	-
Revenue from the Crown	2,627	3,617
Total revenue	62,293	67,407
Expenses		
Employee benefits	(37,000)	(41,661)
Lease costs	(265)	(491)
Depreciation	(3,179)	(3,149)
Amortisation of intangible assets	(3,699)	(4,729)
Other expenses	(13,208)	(13,735)
Total expenses	(57,351)	(63,765)
Interest on lease liabilities	(474)	(550)
Net losses on financial instruments	(339)	-
Profit before tax for the year	4,129	3,092
Tax benefit	-	-
Profit after tax for the year	4,129	3,092
Other comprehensive income		
Items that may be reclassified to profit or loss	-	-
Total comprehensive income for the year	4,129	3,092



Prospective consolidated statement of cash flows

for the period 1 July 2019 to 30 June 2021

	Forecast 2020 (\$000)	Plan 2021 (\$000)
Cash flows from operating activities		
Receipts from customers	56,002	61,653
Interest received	7,056	3,952
Payments to suppliers and employees	(53,114)	(54,453)
Interest paid	(997)	(499)
Net cash flows generated from operating activities	8,947	10,653
Cash flows from investing activities		
Net flows from non-trading investments	12,127	(13,551)
Purchase of other assets	(1,314)	(805)
Purchase of intangible assets	(4,597)	(860)
Net cash flows generated from investing activities	6,216	(15,216)
Cash flows from financing activities		
Net (payments to)/ receipts from clients	(11,483)	7,380
Principal elements of lease payments	(2,656)	(1,374)
Net cash flows used in financing activities	(14,139)	6,006
Net increase in cash and cash equivalents	1,024	1,443
Cash and cash equivalents at the beginning of the year	17,472	18,496
Cash and cash equivalents at the end of the year	18,496	19,939





Notes

to the prospective
consolidated
financial statements



1. General information

Public Trust is a body corporate established and domiciled in New Zealand by the Public Trust Act 2001 (the 2001 Act) and includes those liabilities defined as the Common Fund by the 2001 Act. Public Trust is a Crown entity for the purposes of the Crown Entities Act 2004 and an FMC reporting entity for the purposes of the Financial Markets Conduct Act 2013.

The prospective financial statements comprise Public Trust (the Parent) and its subsidiaries (collectively, the Group).

2. Basis of preparation

These prospective financial statements are for the years ending 30 June 2020 and 30 June 2021. They have been prepared in accordance with New Zealand Generally Accepted Accounting Practice (NZ GAAP) as it relates to prospective financial statements. They comply with New Zealand Financial Reporting Standard 42 (NZ FRS 42) *Prospective Financial Statements*.

Actual results may vary from the information presented, and the variations may be material.

Measurement basis

The prospective financial statements have been prepared on a historical cost basis.

Functional and presentation currency

All transactions and balances are presented in New Zealand dollars, which is also the functional currency. All amounts are rounded to the nearest thousand dollars (\$000) unless otherwise stated.

3. Basis of consolidation

Subsidiaries are investees controlled by the Group. The Group controls an investee if it is exposed to or has rights to variable returns from its involvement with the investee and has the ability to affect those returns through its power over the investee. The financial statements of the subsidiaries are included in the Group's financial statements from the date on which control commences until the date control ceases.

All intra-Group balances and transactions and unrealised income and expenses resulting from intra-Group transactions are eliminated on consolidation. Unrealised losses are eliminated in the same way as unrealised gains but only to the extent that there is no evidence of impairment.

When the Group loses control over a subsidiary, it derecognises the related assets and liabilities and any other components of equity. Any interest in the former subsidiary is measured at fair value when control is lost.

4. Significant accounting policies

Financial instruments

Classification

The Group classifies financial instruments depending on its business model for managing the financial instruments and the contractual terms of the cash flows.

Initial recognition and measurement

All financial instruments are initially recognised when the Group becomes party to the contractual provisions of the instrument and is measured at the fair value of the consideration received plus or minus directly attributable transaction costs in the case of a financial asset or financial liability not recognised at fair value through profit or loss.

Subsequently, the Group applies the following accounting policies for financial instruments:

(i) Financial assets at amortised cost

The Group's business model is to hold financial assets in order to collect the contractual cash flows consistent with a 'buy and hold' investment strategy, and all of the Group's financial assets give rise to cash flows that are solely payments of principal and interest.

Financial assets in this category include:

- cash and cash equivalents
- investment securities: term deposits
- investment securities: interest-bearing securities
- advances to clients
- trade receivables.





Cash and cash equivalents include cash on hand, cash at bank (including any overdraft), money market deposits on call and other short-term highly liquid investments with original maturities of 3 months or less. Cash and cash equivalents are recognised at their cash settlement value.

Trade receivables represent the Group's right to an amount of consideration that is unconditional (i.e. only the passage of time is required before payment of the consideration is due).

Subsequent to initial recognition, investment securities, advances to clients and trade receivables are carried at their amortised cost in accordance with the effective interest method, less impairment.

Financial assets at amortised cost are regularly reviewed for impairment under either the simplified approach applicable to trade receivables, contract assets (excluding contract assets of uncertain timing) and lease receivables, or under the general approach applicable to all other financial assets. Under the simplified approach,

a loss allowance is always measured at an amount equal to lifetime expected credit losses, whereas under the general approach, a loss allowance is recognised for 12-month expected credit losses unless the credit risk on the financial instrument has increased significantly since initial recognition, in which case, a loss allowance is measured at an amount equal to lifetime expected credit losses. The Group assumes credit risk has not increased significantly since initial recognition if the financial instrument is determined to have low credit risk at year end.

Expected credit losses are measured in a way that reflects the probability weighting of a range of possible outcomes, the time value of money and reasonable information about past events, current conditions and forecasts of future conditions. Any impairment gain or loss is recognised in profit or loss with a corresponding reduction in the carrying value of the financial asset through a loss allowance account.





(ii) Financial liabilities at amortised cost

Financial liabilities in this category include:

- liabilities to clients
- trade and other payables.

Subsequent to initial recognition, financial liabilities at amortised cost are carried at their amortised cost in accordance with the effective interest method.

Foreign currency transactions

Transactions in foreign currencies are translated to New Zealand dollars at the rate of exchange prevailing at the transaction date. At reporting date, foreign currency monetary assets and liabilities are translated into New Zealand dollars using the exchange rates prevailing at the reporting date. Exchange differences arising on the settlement or translation of foreign currency monetary items are recognised in profit or loss.

Intangible assets: IT assets and development costs

Intangible IT assets comprise computer software that is not integral to the operating systems of computer and server equipment. They are classified as finite-life intangible assets that are initially recognised at the cost necessary to bring the software to the condition intended for functionality. Costs incurred in developing internally generated software are recognised where the software qualifies for recognition as an intangible asset. Costs are accumulated as capital work in progress until the intangible IT asset is in a functional condition. They are then capitalised and amortised over the asset's estimated useful life of 3–10 years using the straight-line method.

A review of intangible IT assets is undertaken at the end of each financial year to ensure the estimates of useful life and the amortisation method remain relevant.

Intangible IT assets are subsequently carried at cost, less any accumulated amortisation and accumulated impairment losses.



Impairment of intangible assets other than goodwill

Intangible assets other than goodwill are tested for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An internal review of asset values is performed at the end of each financial year.

External factors such as changes in expected future processes, technology and economic conditions are also monitored to assess for indicators of impairment. If any indication of impairment exists, an estimate of the asset's recoverable amount is calculated.

An impairment loss is recognised for any amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's fair value less costs to sell and value in use. Value in use is determined using a discounted cash flow model. For the purposes of assessing impairment, assets are grouped at the lowest levels for which there are separately identifiable cash inflows that are largely independent of the cash inflows from other assets or groups of assets (cash-generating units or CGUs).

Any impairment losses are recognised in profit or loss. Non-financial assets other than goodwill that suffered impairment are tested for possible reversal of the impairment whenever events or changes in circumstances indicate that the impairment may have reversed.

Impairment of goodwill

Goodwill is subject to an annual impairment test. Any impairment is recognised in profit or loss as a permanent reduction in the carrying value. Impairment losses recognised for goodwill are not subsequently reversed.

Goodwill has been allocated to the Corporate Trustee Services CGU. Impairment testing is done using a discounted cash flow model.

Employee benefits

Annual leave

A provision is made for annual leave in accordance with the accumulated entitlement as at the reporting date. This is carried at the cash amount necessary to settle the obligation.

Long-service leave

A provision is made for long-service leave benefits on

an actuarial basis. Projected cash flows are estimated in accordance with both national and entity experience. The resulting projected cash flows are discounted in accordance with market yields on New Zealand Government bonds as at the reporting date.

Leases

The Group leases various offices, motor vehicles and IT equipment. Rental contracts are typically made for fixed periods but may have extension options. Lease terms are negotiated on an individual basis and contain a wide range of different terms and conditions. The lease agreements do not impose any covenants other than the security interests in the leased assets that are held by the lessor.

As explained in note 5 below, the Group has changed its accounting policy for leases where the Group is the lessee.

Until 30 June 2019, leases of property, plant and equipment were classified as operating leases. Payments made under operating leases are charged to profit or loss on a straight-line basis over the period of the lease. Any lease incentives are amortised over the estimated occupancy periods and offset against lease expenditure in profit or loss. The estimated occupancy period is based on the contractual terms of the lease and is reviewed annually.

From 1 July 2019, leases are recognised as a right-of-use asset and a corresponding liability at the date at which the leased asset is available for use by the Group. Assets and liabilities arising from a lease are initially measured on a present value basis. Lease liabilities include the net present value of the following lease payments:

- Fixed payments (including in-substance fixed payments), less any lease incentives receivable.
- Variable lease payment that are based on an index or a rate, initially measured using the index or rate as at the commencement date.
- Lease payments to be made under reasonably certain extension options.

The lease payments are discounted using the interest rate implicit in the lease. To determine the incremental borrowing rate, the Group uses a build-up approach that starts with a Treasury risk-free discount rate (to serve as the risk-free interest rate), adjusted for the Group's credit risk and entity specific margin.



The Group is exposed to potential future increases in variable lease payments based on an index or rate, which are not included in the lease liability until they take effect. When adjustments to lease payments based on an index or rate take effect, the lease liability is reassessed and adjusted against the right-of-use asset.

Lease payments are allocated between principal and finance cost. The finance cost is charged to profit or loss over the lease period so as to produce a constant periodic rate of interest on the remaining balance of the liability for each period.

Right-of-use assets are measured at cost comprising the following:

- The amount of the initial measurement of lease liability.
- Any lease payments made at or before the commencement date less any lease incentives received.
- Any initial direct costs.
- Restoration costs.

Right-of-use assets are generally depreciated over the shorter of the asset's useful life and the lease term on a straight-line basis.

Payments associated with short-term leases of offices and vehicles and all leases of low-value assets are recognised on a straight-line basis as an expense in profit or loss. Short-term leases are leases with a lease term of 12 months or less. Low-value assets comprise IT equipment.

Taxes

Income tax expense comprises current tax and deferred tax. Income tax expense is recognised in profit or loss, except to the extent that it relates to items recognised directly in other comprehensive income or equity, in which case, it is recognised in other comprehensive income or equity.

Current tax

Current tax is the tax receivable/payable on the taxable income for the year, using tax rates enacted or substantively enacted at the reporting date, and any adjustment to tax receivable/payable in respect of previous years.

Deferred tax

Deferred tax is provided using the liability method on:

- future income tax benefits arising from unutilised tax losses
- temporary differences between the tax bases of assets and liabilities and their carrying amounts for financial reporting purposes at the reporting date.

Deferred tax is not accounted for if it arises from initial recognition of an asset or liability in a transaction (other than a business combination) that at the time of the transaction affects neither accounting nor taxable profit nor loss.

Deferred income tax assets are recognised to the extent that it is probable that taxable profit will be available against which the deductible temporary differences and tax losses can be utilised.

Goods and services tax

All revenues and expenses are recognised net of goods and services tax (GST). Any GST on expenses that is not recoverable is recognised in profit or loss.

Where the cost of property, plant and equipment and intangible assets includes an element of irrecoverable GST, such costs are included as part of the initial carrying amount of the relevant asset.

Receivables and payables are recognised inclusive of any applicable GST.

The net amount of GST recoverable from or payable to the taxation authority is included as part of receivables or payables in the prospective consolidated statement of financial position.

Revenue from contracts with customers

The Group's core business is providing estate planning and management services; trustee services for individuals, businesses, corporates and charities; personal management services; investments for fiduciary customers and protective fiduciary services to New Zealanders.

Revenue from contracts with customers is recognised when control of services is transferred to the customer at an amount that reflects the consideration to which the Group expects to be entitled in exchange for those services.

The Group has concluded that it is the principal in its revenue arrangements because it controls the services before transferring them to the customer.



Disclosure of significant accounting judgements, estimates and assumptions relating to revenue from contracts with customers is provided in note 6.

Fees revenue

Fees from services are recognised at a point in time or over a period of time in accordance with the underlying service contract when control of the asset is transferred to the customer, generally as work is performed or as time elapses over a fixed-term contract.

Variable consideration

If the consideration in a contract includes a variable amount, the Group estimates the amount of consideration to which it will be entitled to in exchange for transferring the services to the customer. The variable consideration is estimated at contract inception and constrained until it is highly probable that a significant revenue reversal in the amount of cumulative revenue recognised will not occur when the associated uncertainty with the variable consideration is subsequently resolved. Some contracts provide customers with volume fees and volume rebates. The volume rebates give rise to variable consideration.

Refer to note 6 for further details on the accounting treatment of variable consideration.

Contract balances

Contract assets

A contract asset is the right to consideration in exchange for services transferred to the customer.

Contract assets represent revenue for which the Group does not have an unconditional right to payment as of balance date because the revenue may be subject to a billing restriction.

Contract liabilities

A contract liability is the obligation to transfer services to a customer for which the Group has received consideration (or an amount of consideration is due) from the customer.

If a customer pays consideration before the transfer of services to the customer, a contract liability is recognised. The timing of recognition is when the payment is made or the payment is due, whichever is earlier. Contract liabilities are recognised as revenue when the Group performs the services under the contract.

Provisions

Provisions are recognised when the Group has a present obligation (legal or constructive) as a result of a past event, it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation and a reliable estimate can be made of the amount of the obligation.

Presentation of cash flows

Cash flows from operating activities are cash flows from the principal revenue-producing activities of the Group.

Cash flows from investments are presented on a net basis as they relate to the placement and withdrawal of deposits from financial institutions.

Cash receipts from/payments to clients are presented on a net basis as they represent cash receipts and payments on behalf of customers, and the cash flows reflect the activities of the customer rather than those of Public Trust.

Net cash flows from financing activities are substantially comprised of:

- movements in the prospective consolidated statement of financial position line item: Liabilities to clients
- cash payments for the principal portion of the lease liabilities.

5. Changes in accounting policies

New and amended financial reporting standards and interpretations

The Group has applied NZ IFRS 16 *Leases* for the first time for its annual reporting period commencing 1 July 2019. The Group also elected to early adopt the *Definition of a Business* - Amendments to NZ IFRS 3. The nature and effect of the changes as a result of adopting these new standards and amendments are described below.

Several other amendments and interpretations apply for the first time from 1 July 2019 but do not have an impact on the prospective financial statements of the Group.

NZ IFRS 16 Leases

The Group was required to change its accounting policies as a result of adopting NZ IFRS 16. The Group elected to adopt the new rules retrospectively but recognised the



cumulative effect of initially applying the new standard on 1 July 2019, as permitted under the simplified transition approach. The reclassifications and the adjustments arising from the new leasing rules are therefore recognised in the opening balances on 1 July 2019. The new accounting policies are disclosed in note 4.

On adoption of NZ IFRS 16, the Group recognised lease liabilities in relation to leases that had previously been classified as operating leases under the principles of NZ IAS 17 *Leases*. These liabilities were measured at the present value of the remaining lease payments, discounted using the lessee's incremental borrowing rate as of 1 July 2019. The lessee's incremental borrowing rate applied to the lease liabilities on 1 July 2019 was 1.76%.

In applying NZ IFRS 16 for the first time, the Group has used the following practical expedients permitted by the standard:

- Applying a single discount rate to a portfolio of leases with reasonably similar characteristics.
- Accounting for operating leases with a remaining lease term of less than 12 months as at 1 July 2019 as short-term leases.
- Using hindsight in determining the lease term where the contract contains options to extend or terminate the lease.

The change in accounting policy affected the following items in the prospective consolidated statement of financial position on 1 July 2019:

The net impact on retained earnings on 1 July 2019 was nil.

Balance sheet line item	\$000
Right-of-use assets	13,663
Lease liabilities	13,663

Definition of a Business – Amendments to NZ IFRS 3

The amendments that are effective for business combination or asset acquisition transactions with an acquisition date on or after 1 July 2020 clarify the minimum requirements for a business, remove the assessment of whether market participants are capable of replacing any missing elements, add guidance to

help entities assess whether an acquired process is substantive, narrow the definitions of a business and of outputs and introduce an optional fair value concentration test. The Group has early adopted the amendments and has elected to apply the concentration test on a transaction-by-transaction basis.

There are no other new or amended standards and interpretations published that are not mandatory for 30 June 2020 reporting periods that have been early adopted by the Group. These standards are not expected to have a material impact on the Group's prospective financial statements.

6. Significant accounting judgements, estimates and assumptions

Use of judgements and estimates

In the process of applying the accounting policies, management makes judgements, estimates and assumptions. Actual results may differ from these estimates.

Information about critical judgements that have the most significant effect on the amounts recognised in the prospective financial statements are included below.

Revenue from contracts with customers

Under NZ IFRS 15, variable consideration exists as a result of the 5% cap provision (under section 122 of the Public Trust Act 2001), volume rebates and annual management fees being calculated as a percentage of the gross value of assets under ongoing administration.

To estimate the variable consideration to which the Group is entitled resulting from the 5% cap and annual management fees, the Group applies the expected value method and only recognises revenue to the extent it is highly probable that a significant reversal in cumulative revenue recognised will not occur when the uncertainty is subsequently resolved.

Volume rebates are offset against amounts payable by the customer. Customer entitlements to rebates are calculated each month based on timely unit pricing information for managed funds. Accordingly, estimation is not required to determine this variable consideration.



Contracts with a significant financing component

The Group considers a significant financing component applies to contract assets of uncertain timing. These represent estate administration charges where payment is not due until an uncertain point in the future. These charges relate to estates with life tenants whereby payment will be received when the estate is wound up on the death of the life tenant.

Judgement applies in determining the expected date of recovery and in applying appropriate discount rates to expected cash flows of the contract assets. The expected recovery date is based on actuarial models using statistical life expectancy data. Cash flows are discounted using the New Zealand Government bond yield rates at the reporting date reflecting the low credit risk resulting from the Group's first call over the client's assets. Future cash flows beyond 10 years have been discounted using the 10-year rate. Where collection is expected within 12 months of the reporting date, no discounting is applied.

Trade receivables and contract assets

Impairment analysis is performed regularly for trade receivables and contract assets using the forward-looking expected credit loss approach. Loss allowances are based on the aged profile of the receivable or contract asset, historical trends of recoverability by age and service type and review of clients' ability to pay expected or outstanding fees.

Leases

In determining the lease term, management considers all facts and circumstances that create an economic incentive to exercise an extension option. Extension options are only included in the lease term if the lease is reasonably certain to be extended.

For leases of offices, the following factors are normally the most relevant:

- If there are significant penalties to early terminate, the Group is typically reasonably certain to not early terminate.
- If any leasehold improvements are expected to have a significant remaining value, the Group is typically reasonably certain to extend.
- Otherwise, the Group considers other factors including historical lease durations and the costs and business disruption required to replace the leased asset.

Extension options in motor vehicle leases have not been included in the lease liability because the Group could replace the assets without significant cost or business disruption.

The lease term is reassessed if an option is actually exercised or the Group becomes obliged to exercise it. The assessment of reasonable certainty is only revised if a significant event or a significant change in circumstances occurs that affects this assessment and that is within the control of the lessee.

Taxes

Deferred tax assets are recognised for unused tax losses and deductible temporary differences to the extent that it is probable that taxable profit will be available against which the losses or temporary differences can be utilised. This requires management to assess the likelihood, timing and level of future taxable profits.

Intangible assets

The recoverability of the carrying amount of goodwill and intangible work in progress is assessed for impairment annually. Performing this assessment requires management to estimate future cash flows, terminal growth rates and pre-tax discount rates.

Provisions

Legal counsel is consulted on matters that may give rise to a remedial work and litigation provision. Estimation and assumptions are made in determining the likelihood, amount and timing of cash necessary to settle the obligation.

Significant assumptions

The prospective financial statements have been prepared on the basis of assumptions as to the future market environment and events that Public Trust reasonably expects to occur, associated with the actions that Public Trust reasonably expects to take, as at the date that this information was prepared.

The statements are based on the following significant assumptions listed in order of importance in relation to their impact on the prospective financial statements:

1. The 2020 forecast data includes actuals up to April 2020 and 2 months of forecast.



2. FY21 forecast revenue has accounted for the impact of COVID-19 mainly through a combination of OCR cuts, weaker financial markets and reduced international student numbers.
3. Revenue growth in Retail comes from investing in our brand, enhancing customer experience, introducing compelling product and pricing propositions and launching new digital channels.
4. Revenue from Corporate Trustee Services is projected to decline reflecting weaker financial markets resulting from COVID-19.
5. Investment Services revenue is declining with a drop in Common Fund balances as a result of a lower OCR, weaker financial markets and reduced Fee Protect fund balances.
6. Operating costs will increase reflecting investment in our brand, product propositions, new channels, customer experience and culture and capability to deliver sustainable growth and improved service. Additional investment is also provided for learning and development, process improvements and system optimisation.
7. The 2018-2020 Services Agreement between the Ministry of Justice and Public Trust dated 6 July 2018 has been in place for FY20. Negotiations are under way for an updated agreement with increased funding for FY21, which forms the basis for the FY21 forecast.
8. Claims for failure of service delivery are expected to continue at low levels. Provisions or contingent liabilities are forecast using best estimates and are an area of uncertainty.
9. The investment portfolio will be managed within approved asset allocations and risk policies.





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