

ANNUAL REPORT 2019



**Changing
lives.
Transforming
families.**

iosis
transforming
family life for good

Ko te Whakawhiti o
te oranga whanau
mo te pai



Our Vision

Future generations of New Zealanders raising strong healthy families.



STEWARDSHIP



CONNECTED



COURAGE



RESPECT





Chairman's Report

Greetings,

Every year, the team at Iosis goes above and beyond to transform the lives of the many people we work with, and I'm proud to say this year has been no exception, despite operating in a very challenging environment.

2019 saw something of a change of guard on the Iosis Board. I'm honoured to be the new Chair and would like to acknowledge the unwavering service of our previous Chair, Peter Browning, who held the position for many years. Peter continues to be involved with Iosis through his position as a member of the board of Baptist Children's Trust and Chairperson of the Northern Baptist Association, trustee of Baptist Action Trust and director of the Baptist Foundation.

I'd also like to welcome Liz Wilson to the Board. An accountant and church leader, Liz has worked with the Baptist Union and as Chair of a Christian community trust, so she brings a wealth of experience and acumen to the Board.

I'm delighted to announce that a number of new staff have joined the Iosis team this year, which is testament to the immense need for our services in the community. To staff who have left, thank you for your service to Iosis and our community, and my best wishes in your new endeavours.

We are also immensely grateful to the many foster parents that care for children in need through Iosis. Thank you for all that you do – fostering a child can be challenging yet rewarding – and you are making such a difference to a child's life. Following a successful recruitment campaign in 2019, we are once again seeking foster carers to help give our tamariki better tomorrows.

On the subject of transformation, developing our Russell Road and Merivale site is an exciting project that will modernise our working environment and expand our capacity to better meet the needs of the local community. We have done considerable work on the design and are developing a financial strategy for how we would fund this work.

It was encouraging to get a 7.5% increase in our government funding this year, however, this did not compensate for the lack of increases over the previous 10 years. The charitable sector, including Iosis, is operating in a period of increasing financial strain. While Iosis was successful in tendering for several new contracts this year, including our engagement by the Ministry of Justice in the Police Safety Order test service, we can still only offer a fraction of the support that's needed in our community. If it wasn't for the generosity of our donors and supporters, we certainly wouldn't be able to offer the transformative services we do, so my heartfelt thanks to you.

I'd also like to acknowledge the commitment and competence of our CEO, Tracey, and the Iosis team. Working on the frontline of social change isn't easy: it takes great personal strength, courage and commitment, and I would like to acknowledge and thank each and every staff member.

I would also like to thank the board for their support, wisdom and time.

With the dedication of a great team, and putting our trust in God, we can truly make things better for the many people whose lives we touch, every day.



A handwritten signature in black ink, which appears to read 'B. Robinson'. The signature is fluid and cursive.

Bonnie Robinson
Chairperson
Iosis

CEO's Report

2019 has been another significant year as we work towards our goal of transforming family life here at Iosis.

A huge step forward was our engagement by the Ministry of Justice in the Police Safety Order (PSO) Risk and Needs Assessment test service. We worked closely with police in responding to referrals by making contact with whanau, assessing risk and needs and engaging them in internal and external services. In just six months, we had 131 referrals and 36 of these engaged in our services. Change for whanau in this area is often slow, but I'm pleased to report that we saw positive change through the work we did.

New Zealand currently has 6,000 children in foster care and there is still a great need for more carers. Our 2018 foster care campaign resulted in 305 enquiries, 61 phone interviews, 11 assessments of potential caregivers and three new foster carers now on board. Whilst we continue to seek out more carers, I want to acknowledge our amazing caregivers - despite the challenges they often go above and beyond to provide for our tamariki. Thank you for all that you do – it does not go unnoticed!

I also want to acknowledge Peter Browning who served as Iosis board chair from 2013 to 2018. Thank you for your passion for the work that we do and your years of service on the board. Bonnie Robinson was appointed to the board chair role in October after serving on the board for many years. I'm grateful for her willingness to take on this role and value the leadership and governance expertise that she brings.

This year the board reviewed our vision and values and together we made some changes. We have kept Connected and Respect and added Courage and Stewardship. We have also replaced faith as a value by having a faith statement which is outlined below:

Our Faith

As a faith based organisation we follow Jesus Christ. We value honesty and respect that enable true connectedness that comes from journeying together as a family. We practice this way so that life and hope may be known

by all and lived in all its fullness.

Te Tauranga whakapono

I runga i te kaupapa whakapono e whai ana tatou ia Ihu Karaiti. Ka whakanui tatou i te pono me te whakaute e taea ai te honohono pono e puta mai ana i te haere tahi hei hapu. E mahi ana matou i tenei tikanga kia mohio ai te katoa ki te ora me te tumanako, kia noho ai i roto i te katoa.

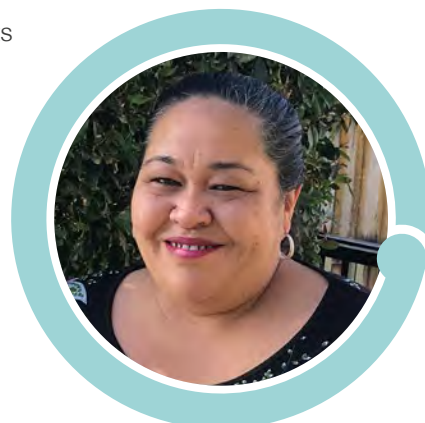
This year, I also celebrated 10 years at Iosis and it caused me to reflect on how far we've come. One of the things that I am proud of is our cultural diversity: most of our staff is Maori and Pasifika and we recently welcomed our first Indian employee. This range of cultures enables us to engage with our community more effectively, especially when English is not the first language.

Iosis is now 85% funded through government contracts. However we are still reliant on those who partner with us by providing grants. I would like to acknowledge our amazing supporters: Baptist Children's Trust, Frimley Foundation, Bollard Trust, Wilberforce Trust, Alpha Trust and Caleb No 2 Trust. Thank you for all that you do to aid us in our work with families.

Finally I'd like to acknowledge my board: Bonnie Robinson, Lyndon Twemlow, Vao Gale, Andrea Paige and Liz Wilson; who bring their faith, courage, wisdom and unwavering support to our governance. I'm also immensely grateful to our staff, who inspire me with their tireless dedication and perseverance in transforming family life for good.



Tunumafono Tracey-Leigh Peters
CEO



Board of Trustees

Our Board of Trustees comprises a team of industry and community experts, offering a wealth of experience in social service organisations and the not-for-profit sector.



Bonnie Robinson
BA, BD, BAppMgt

Bonnie is the CEO of HBH Senior Living. She has worked for over 20 years in social service organisations including Age Concern, The New Zealand Council of Christian Social Services, Presbyterian Support and Alzheimer's Auckland. Bonnie has served on the board of Iosis for the past 6 years.



Vao Muller
BA, LLB

Vao Muller is a barrister specialising in family law. She has been a member of the board for the past 5 years.



Andrea Page

Andrea began working as a counsellor over 20 years ago. She has since worked with youth, single parent families and victims of crime, focusing on community work development and offender reintegration. She also spent 13 years working in Asia in the education sector, as well as home schooling, event management and counselling.



Lyndon Twemlow

Lyndon leads the pastoral team of Manurewa Baptist Church. Along with his family, Lyndon has served in community and cross-cultural settings for over two decades. He is excited to connect the faith community in partnership with Iosis and its expression of God's love to the people of South Auckland and beyond.



Liz Wilson

Liz has been working with the Baptist Union as Senior Accountant for the past three years. She has recently stepped down from 20 years of church leadership and was also chair of a Christian community trust. Liz has initiated weekly dinners and an annual Christmas lunch for homeless people in the community.

Leadership Team

With many years of experience between them, our leadership team is responsible for developing and delivering our range of services to meet the needs of families in the South Auckland community.

Tunumafono Tracey-Leigh Peters

CEO

Tracey- Leigh has been CEO since 2015 and leads and manages the organisation to achieve it's vision, delivering outcomes and business performance as agreed with the board. Her role includes contract and human resource management, developing and maintaining relationships with key partners and supporters.

Sunema Ah-Hing

Service Delivery Manager

Sunema manages service delivery supporting Team Leaders to ensure that staff deliver quality, strengths based practice to clients and whanau. Her role includes liaising with government agencies and stakeholders to ensure service delivery and accountability requirements are met. Sunema says it's very rewarding to see first hand the effect our work has on families.

Wayne Boyd

Finance Manager

Wayne has been with losis for almost 11 years and is a Chartered Accountant with many years' commercial experience. Responsible for everything from payroll to financial planning to annual reporting, Wayne ensures the financial side of losis runs smoothly to support our frontline staff in the wonderful work they do.

Heidi Crawford

SWIS/MASSIS Manager

A registered Social Worker with a Masters of Applied Social Work, Heidi leads our SWiS (Social Workers in Schools) team working across 15 schools in the South Auckland area. "They're an awesome, diverse and highly experienced team. My role is to support them to continue to do the great work they're doing."

Daphne Maposua

Operations Manager

Daphne is responsible for a team of seven who manage all aspects of losis's day-to-day operations, including health and safety, IT, security, maintenance, property and facilities. Daphne is passionate about growing losis operationally so that staff can focus on working with whānau and communities.

Sophia Misipati

HR and Administration Support

Sophia's role includes supporting the CEO in the area of Human Resources, event management and general administrative duties. She enjoys working with an organisation that makes a difference to South Auckland families and is inspired by the losis team who make this happen.

Pearl Segi

Operations Co-ordinator

Pearl is responsible for running the Family Learning Centre, which includes co-ordination and administration of programmes for families. She supports our programme facilitators, liaises with participants, and co-ordinates evaluations, and is passionate about ensuring every family feels welcomed and respected. Pearl also manages the day to day IT and phone helpdesk needs of the organisation.

Teina Mita

Team Leader, Counselling Services & Men's Programmes

Teina oversees the counselling services and Men's programmes including MenD (Men's Development), Non Violence and Supporting Safety programmes. He's passionate about supporting families/whānau as they make positive changes to their lives, often in very challenging circumstances.

Dolly Proffitt

Social Work Team Leader
















Having worked in previous roles with the local community, Dolly supports our team of eight social workers and two Parent Support Workers. The team connect families to a range of wraparound services offered by losis and support them as they move towards a more positive future.

Elisha-May Lemon

Team Leader, Merivale

Returning recently from Australia where she'd worked in a variety of relevant roles, from outreach to mental health to drug and alcohol addiction, Elisha-May was a natural fit for the losis team. She manages a team of ten at Merivale, including social workers, programme facilitators and support staff.

Our 2019 outcomes

<p>Merivale</p>  <p>11 mums entered Merivale</p> <p>5 completed the programme</p>	<p>Multi Agency Social Services in Secondary Schools (MASSISS)</p>  <p>241 students accessed our services</p> <p>19 programmes delivered in schools</p>	<p>Social Workers in Schools (SWiS)</p>  <p>1503 students accessed our service</p> <p>33 programmes delivered in schools</p>
<p>Teen Dads</p>  <p>12 teen dads engaged</p> <p>6 have completed the programme</p>	<p>Counselling</p>  <p>119 adults and children received counselling</p>	<p>Social Work</p>  <p>119 families engaged with a Community Social Worker</p>
<p>Intensive Social Work</p>  <p>16 clients engaged in service</p>	<p>Parent Support</p>  <p>63 clients accessed this service</p>	<p>Parent Group Programmes</p>  <p>370 clients enrolled, 314 attended, 186 completed the programmes</p>
<p>MenD</p>  <p>78 clients engaged in the programme</p> <p>53 completed programme</p>	<p>Family Violence Intervention</p>  <p>307 clients were contacted following a family harm incident</p>	<p>Financial Mentoring</p>  <p>407 financial mentoring sessions were delivered</p>
<p>Non-violence programmes</p>  <p>10 men completed assessment</p> <p>5 completed programme</p>	<p>Supporting Safety programme</p>   <p>11 women completed assessment</p> <p>6 completed programme</p> <p>15 children completed assessment</p> <p>3 completed programme</p>	

Danielle's story: one year on

Danielle graduated from Merivale in June 2018 and we shared her story in last year's annual report. Now, a year later, she reports that life is looking up for her and her daughter Missy.



"We are doing so well – Missy is now 2½ and she is so smart. She is toilet trained, can count to 10 and knows the alphabet. She is amazing! We are still living in Ruawai, which we love – it's an amazing community. Missy is very happy at daycare and goes to stay with my Mum in Dargaville every Friday and I pick her up on Saturday.

She's got her own little bedroom there and they have such a special

bond. My sister lives there too and I am so grateful that Missy has a strong, supportive family around her. When Missy stays overnight, I miss her!"

Danielle reports that she's had a busy year and she's understandably proud of her achievements. "I was discharged from Oranga Tamariki last year and have also now been discharged from AOD. My counsellor said that I'm doing so well, she's not sure I need her any more. Occasionally I go to a support meeting and I know where to turn if I need help."

"I've started up my jewellery business again and Missy and I go to the local market in the weekend and sell my jewellery there – it gives me a bit extra cash. I do think about the future and what will be best for Missy when she starts school. We may move to Dargaville, but at the moment we're both really happy here."

"There is not a day go by when I don't think about the people at Merivale and my time there. I've made lifelong friends. It was so challenging and rewarding."

Danielle says she still keeps in touch with Jillian, who

facilitated the AOD programme while she was at Merivale. "She changed my life. I often look back on my parenting journal – particularly if I'm having a bad day. It reminds me of how far I've come and helps me reflect on the progress I've made with my life and parenting Missy."

“ There is not a day go by when I don't think about the people at Merivale and my time there. I've made lifelong friends. It was so challenging and rewarding. ”



What we did and what we achieved

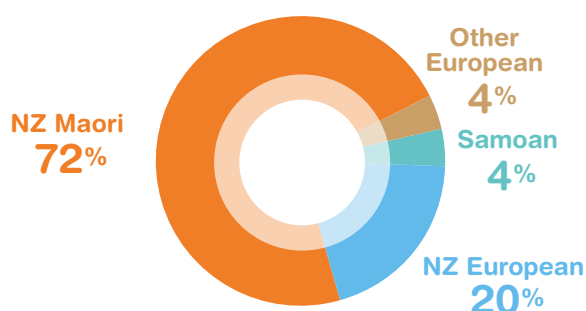
OUTCOMES AND OUTPUTS

Merivale Residential Programme

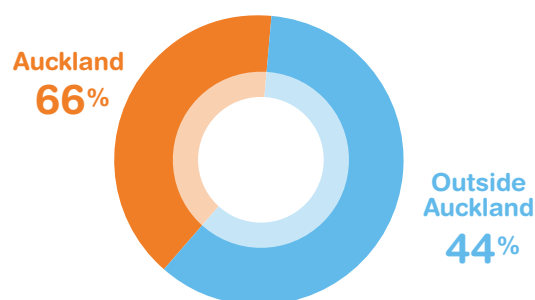
Merivale is a six-month, residential parenting programme for mothers who have a background of abuse, addiction, or domestic violence – and who are struggling with the challenges of parenting. These young mothers receive intensive support and attend a range of life skill, self-development and parenting classes. Most graduate after six months and can then leave the programme with their children in their care. Women are sent here by Oranga Tamariki, but they all have one thing in common: Merivale helps them get their lives back on track.

11 mothers and their children undertook the Merivale residential programme, of which **26% graduated** with their children in their care. One mother left without her children and the other 7 were still engaged in the programme.

Their ethnicity



Their origin



Shannon's story: from unable to cope, to enabled

An early pregnancy and an abusive partner plunged Shannon into depression and she wasn't coping with motherhood. "I had completely shut down emotionally – each day I would do the bare minimum." After her second child was born, things went downhill, so Shannon and her children moved into Merivale.

"Merivale was tough," says Shannon. "I've been challenged like never before but also felt so supported. Emotionally I am much stronger ... I feel confident and have my self-respect back. Now I'm really clear on what each day looks like and what we're going to do. It will be very sad to say goodbye - there's a real family vibe at Merivale The staff genuinely do care and they show it."

What we did and what we achieved

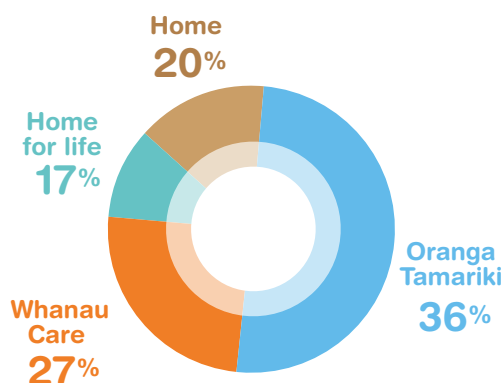
OUTCOMES AND OUTPUTS

Foster Care

Despite a successful recruitment campaign last year, there is still a great need for more foster carers. Iosis recruits, trains and supports foster carers as they provide short term and long term temporary care and respite care for children and young people, and we work closely with Oranga Tamariki (OT) and other agencies to meet this ever-growing need.

Iosis Foster carers cared for **51 children** during the year, with **29 of these in care for 6 or more months**.

Where children went after Iosis foster care



Geraldine's story: "I know they're safe for another night."

Geraldine has been an Iosis foster carer for four years, caring for a number of children for longer periods and providing respite care. With two teenage children and a 'pretty incredible' husband, she says fostering was a family decision. "It's a combined effort – our children have been amazing."

"Fostering can be challenging, but we know that the child's behaviour isn't always their fault – we've had some gorgeous children in our care. When they're here, it's so rewarding to know that they're safe for another night – they're well fed, warm and cared for."

She says that Iosis has been incredible. "They've been so supportive, and there when we need them. Together we are all doing the best we can."



What we did and what we achieved

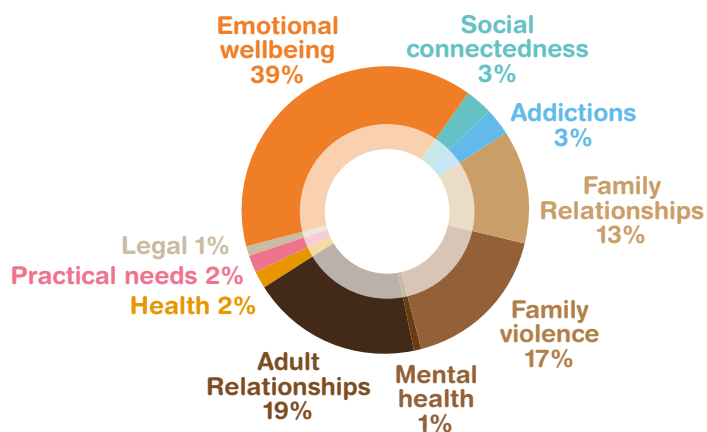
OUTCOMES AND OUTPUTS

Counselling

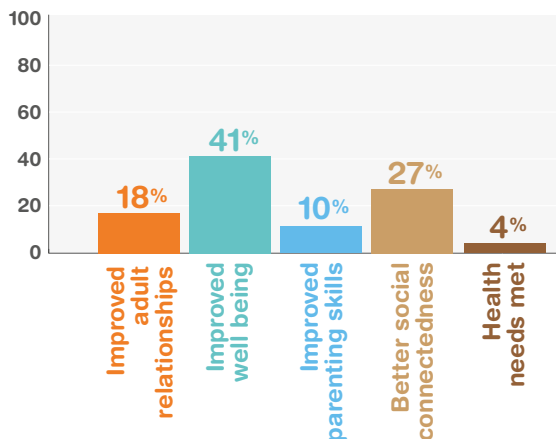
Every year, many families, couples and individuals are referred to Iosis for counselling. We offer both one-to-one counselling and a range of proven, evidence-based group programmes to help these clients change their family life, for good.

119 clients participated in Iosis counselling services, of which nearly **20% fully achieved their goals** and **22% are on their way to achieving their goals**.

Reasons for engaging with counselling



Outcomes from counselling



Jess's story: "I'm in a much better place."

Jess was happily pregnant and looking forward to the birth of her baby, only to find that her baby had died. She endured an extremely traumatic, prolonged miscarriage and found the treatment at the hospital very cold and clinical.

She was quickly discharged, and soon started to feel very anxious and have panic attacks and nightmares. "I was having suicidal thoughts and it was then that I knew I needed help."

"I started one-to-one counselling with Peta at Iosis, who was great. She was very supportive and encouraging – it felt like a very safe space. I had six sessions and it feels like a weight has been lifted off me. I'm in a much better place now ... thank you Iosis!"

What we did and what we achieved

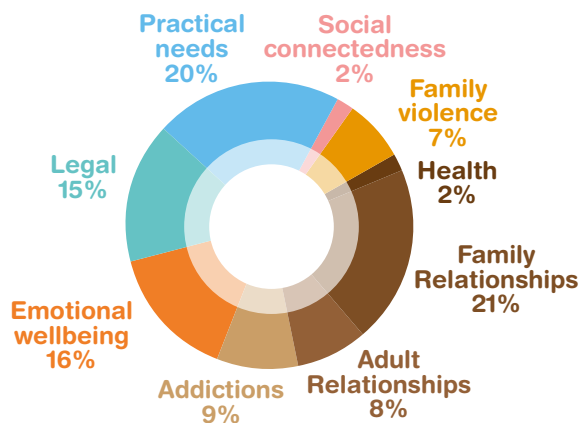
OUTCOMES AND OUTPUTS

Social Work

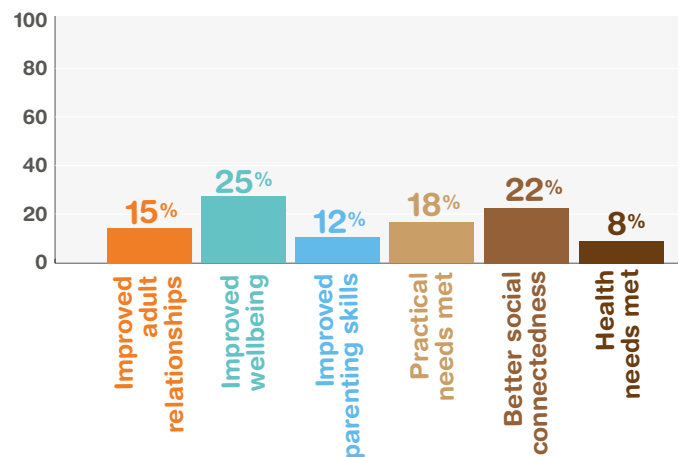
Our social workers continue to support South Auckland families to transform family life. We do this through support and encouragement, safety planning, whānau reunification support and advocacy for housing benefits, legal and medical support.

141 clients participated in Iosis Community Social Work services, of which nearly **27% fully achieved their goals** and **12% are on their way to achieving their goals**.

Reasons for engaging with social work



Outcomes from social work



What we did and what we achieved

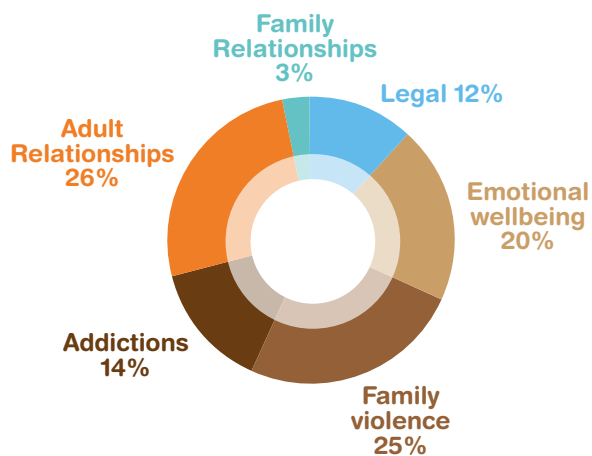
OUTCOMES AND OUTPUTS

MenD programme

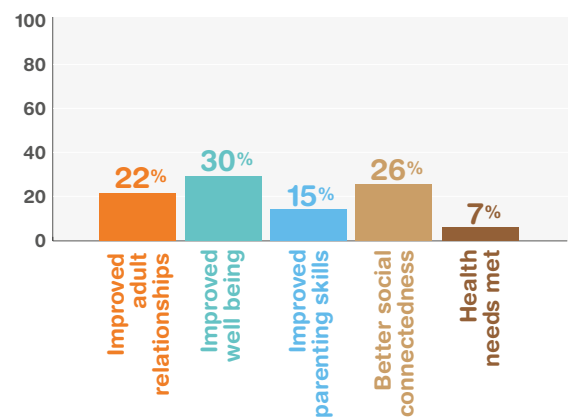
As its name suggest, MenD (Men's Development) is an 8-week programme that uses proven, therapeutic techniques to address men's issues, including stress, anger, violence, relationships, addictions and offending behaviour.

78 men participated in the MenD programme, of which nearly **40%** fully achieved their goals and **14%** are on their way to achieving their goals.

Reasons for engaging with counselling



Outcomes from MenD



Dylan's story: "I've stopped making excuses."

After a lifetime of drug dependency and abuse, Dylan was at rock bottom. By age 19, he was getting stoned every day. He met Shannon (see page 6), who soon became pregnant, but the relationship was toxic. "If I didn't get my drugs, I became very abusive. I spent my son's eighth birthday in a cell and it was the final straw for both of us."

The turning point was when he took an Iosis parenting course. Then more courses. Now, he's clean, ready to be a father and has turned his life around. "The AOD course opened my eyes to my behaviour - I've stopped making excuses for myself. We're doing relationship counselling and trying to rebuild our family."

What we did and what we achieved

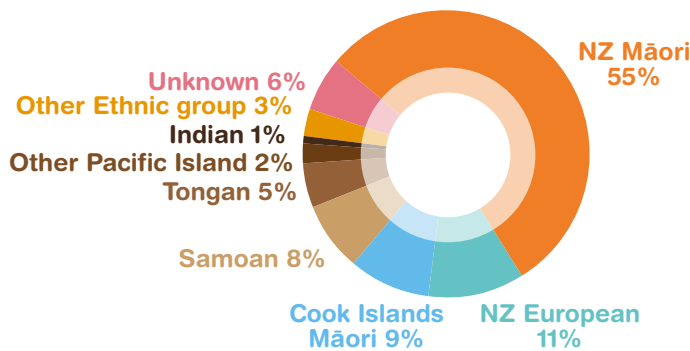
OUTCOMES AND OUTPUTS

Family Learning Centre

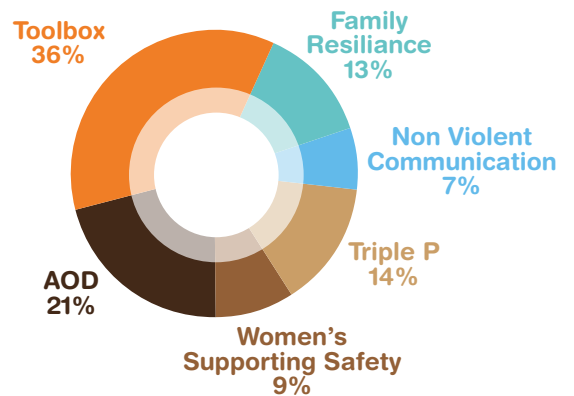
The Family Learning Centre offers a range of experiential programmes that teach parents and family members new behaviours to strengthen family life. This includes our most popular programme, Building Awesome Whānau for Early Years (0-5 years), as well as our proven Family Resilience, Triple P and Alcohol and Drug programmes.

370 clients participated in the Family Learning Centre, of which nearly **50% completed the programme.**

Ethnicity of participants



Parenting Group Programmes



Viveka's story: "I needed to change."

Viveka and her children were living with her abusive, drug-addicted partner. When her children were uplifted by Oranga Tamariki after a particularly violent incident, she knew it was time to get help. Viveka went to Women's Refuge and her kids went to her father's house for nine months.

She undertook several Iosis programmes, including AOD, Family Resilience and Women's Safety. "My kids ended up in emergency care and that was a huge motivation for me to change," she says. "My older kids are now in counselling and the young ones are doing well. Iosis has been my backbone ... they've supported me all the way. I owe my sobriety and my new parenting to Iosis – they have been amazing."



Finance Report

This year has been challenging from a financial perspective, with reduced income (down by \$130,000) putting us under pressure to reduce costs. This we did to some extent, reducing operating costs by \$78,000, to leave us with an operating surplus of \$29,000. Significant building maintenance costs then left us with a bottom line deficit of \$16,000, which could be considered reasonable in the circumstances.

As foreshadowed in last year's report, foster care income fell significantly by \$312,000 or 30% (from an average of 34.7 children in care to 22.4), resulting from both a reduced number of caregivers and children transitioning to Home for Life. However, this was partially offset by extra income from new Ministry of Justice contracts, an extra SWiS contract and a modest 'cost of living' increase across all contracts to leave an overall reduction in income of \$130,000.

Despite payroll costs being slightly higher than for 2018, savings have again been achieved against budget owing to the difficulty in attracting good applicants to fill vacant roles, especially more senior roles. Fortunately we can advise that the majority of roles have since been filled so we start the new year with close to a full team.

There was a substantial saving in operational costs resulting from the reduction in children in care - payments to care givers were down by \$101,000. Otherwise administrative and property costs were held or even reduced in some areas, leaving an operating surplus of \$29,000. However we then incurred 'below the line' maintenance costs on our aging buildings and costs of exploring redevelopment options which reduced our bottom line to a deficit of \$16,000.

Despite the challenges mentioned above, our financial position remains solid with net assets of \$3.6 million and surplus funds invested to obtain market returns without taking on too much risk – although this too is challenging at present with so much uncertainty in international finance markets.

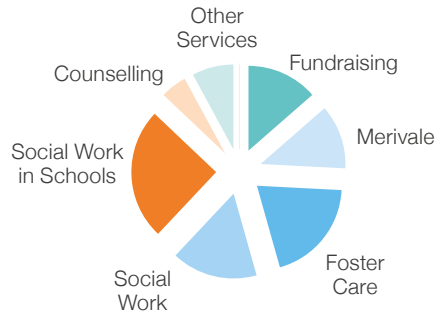
Again a big thanks to you, our loyal supporters, for continuing to support our work, and helping us to make a difference to the lives of those we serve – it is gratifying to see that operating grants and donations, on which we rely to 'balance the books,' keep on coming.

A full set of accounts, audited by RSM Hayes Audit, is available on request.

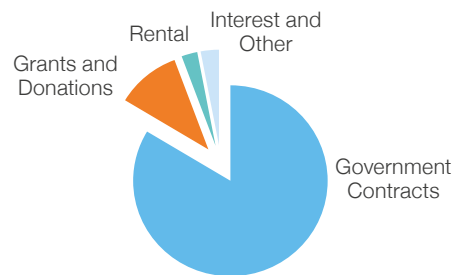


Wayne Boyd CA
Finance Manager

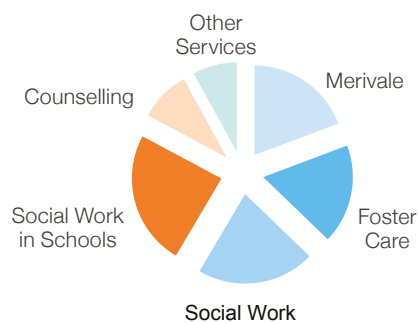
Income Centres



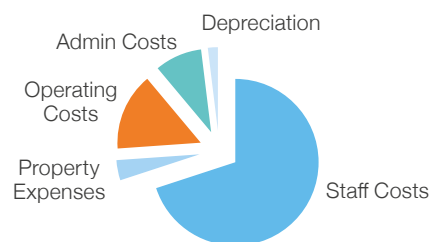
Sources of Income



Cost Centres



Use of Funds



STATEMENT OF CONSOLIDATED COMPREHENSIVE REVENUE AND EXPENSE

FOR THE YEAR ENDED 30 JUNE 2019

	2019 \$	2018 \$
Revenue		
Services provided for Government Agencies	3,079,234	3,189,336
Operating Grants and Donations	394,391	403,067
Rental Income	97,383	127,048
Finance Income	108,816	89,729
Other Income	2,612	2,775
Total Income	\$3,682,436	3,811,955
Less Expenses		
Salaries and Wages	2,556,317	2,520,112
Materials and Services	991,027	1,096,947
Depreciation and Amortisation	70,857	75,747
Audit Fees	15,812	16,177
Rent	19,482	22,131
Cost of Providing Services	3,653,495	3,731,114
Surplus from Operating Activities	\$28,941	80,841
Add Capital and Tagged Grant Income	20,000	2,700
Less Capital and Tagged Grant Income Utilised	65,009	8,807
Total Surplus for the Year	(\$16,068)	74,734

This financial information forms part of the Finance Report and should not be considered Summary Financial Statements.

STATEMENT OF CONSOLIDATED FINANCIAL POSITION

AS AT 30 JUNE 2019

	2019 \$	2018 \$
ASSETS		
Non-Current Assets		
Property, Plant, Equipment and Intangibles	2,021,070	2,033,426
Investments	526,947	479,541
Total Non-Current Assets	2,548,017	2,512,967
Current Assets		
Cash and Cash Equivalents	296,344	647,370
Accounts Receivable	242,814	197,840
Prepayments	20,033	18,073
Short Term Investments	941,757	610,326
Total Current Assets	1,500,948	1,473,609
TOTAL ASSETS	4,048,965	3,986,576
LIABILITIES		
Current Liabilities		
Accounts Payable	355,064	338,087
Income Received in Advance	85,591	22,727
Deposits held in Trust	1,948	3,332
TOTAL LIABILITIES	442,603	364,146
TOTAL NET ASSETS	3,606,362	3,622,430
EQUITY		
Share Capital	913,959	913,959
Accumulated Funds	2,243,041	2,245,981
Other Funds	449,362	462,490
TOTAL EQUITY	3,606,362	3,622,430

Thank you

Our heartfelt thanks to our supporters, funders and donors. Your generous support helps us achieve our mission of transforming family life, for good.

July 2018 to June 2019 Grants and major donations

Alpha Charitable Trust
Baptist Children's Trust
Bollard Charitable Trust
Caleb No. 2 Trust
Frimley Foundation
M & C Hood
NZ Lottery Grants Board
Wilberforce Foundation

Church and church groups

Doubtless Bay Christian Centre
Eastview Baptist Church
Northcote Baptist Church Op Shop

And special thanks to our regular donors and to others who have supported our work with families in any way over the past year.

“ We are doing so well
– Missy is now 2½
and she is so smart.
Thank you! ”

Danielle - Merivale graduate 2018





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te oranga whanau
mo te pai

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