

Collaborative approach transforming outcomes for families



Since Iosis started, we've worked collaboratively with other agencies, iwi and community groups to improve the outcomes of families we serve. A great example of this is MDCAT (Multi-Disciplinary Cross Agency Team), a new multi-agency service that's already making a difference.

Spearheaded by the Police, MDCAT brings together social agencies and iwi to support individuals and families with very complex needs in the Papakura area, including Iosis, Papakura Marae, Oranga Tamariki, Ministry of Social Development (MSD), Kainga Ora (Homes and Communities) and District Health Board.

The team meets twice daily to discuss the cases that have come through the Police over the last 12 hours. Each case is assigned to one of the agencies to lead – usually to the agency that dealt with the family previously, while other agencies become involved as needed.

“The immediate objective is to keep the family safe,” explains Iosis MDCAT team member, Tania

Da Encarnacao. “Working together and meeting twice a day means the group can be much more responsive to the family's needs. For example, in a recent family violence case, the Police saw that the father was in court that morning. The teams worked together to remove the mother and children to Women's Refuge before he was released that afternoon.”

Team members are able to tap into each other's resources and services to better meet the needs of the family. “It's a great example of collaboration,” says Tania. “By working together and drawing on each other's strengths, we're creating a better future for families in the local community.” 🎯

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A message from our CEO

2020 has certainly shaped up to be a busy and challenging year, in many ways. Thank you to our amazing staff for your commitment during the

most recent lockdown: your unwavering dedication to continuing our work through new technologies has made a difference at this crucial time of increased stresses and strains on families.



Tunumafono Tracey-Leigh Peters

I'm pleased to report that Iosis is part of a fantastic new initiative to help improve

outcomes for high-risk families experiencing family violence (see the MDCAT

article on the front cover). Iosis has recognised the importance of cross-agency collaboration for many years, so we're delighted to be involved in this important initiative – one that's already making a meaningful difference to the lives of the families we serve.

Lastly, a warm welcome to two new staff members: our new Finance Assistant, Anita Gyawali (see page 4) and Merivale Day Support Worker, Soranya Fanene (page 3). We're glad to have you on the team!

While 2020 has had its challenges, it's also had many successes, thanks to the faith, commitment and unfailing energy of our amazing staff and supporters. Thank you again for helping us to transform the lives of families, for good.

Tunumafono Tracey-Leigh Peters - CEO

Staff profile: Tania Da Encarnacao, MDCAT team member

Tania Da Encarnacao has been seconded from our Intensive Social Work team to work with the MDCAT team for a year.

Tania's journey as a Social Worker began in 2008 when she undertook a Bachelor in Social Work at MIT. Prior to joining Iosis, Tania worked as a Crisis Team Leader and Social Worker for six years. She says she worked "on the frontline" attending police callouts for acute and historical survivors of sexual assaults within the Counties Manukau area.

"I haven't been in a Family Harm role for long," says Tania. "However I can already see the immediate benefits. Providing a collaborative approach and weaving in the cultural component provides an effective timely approach to ensure the safety of women and children." ©



Tania Da Encarnacao

Prayer needs

- Please pray that we will find the right Social Workers with the right skills who fit with our values.
- Please pray for our Merivale staff as we continue to run the programme on site in and out of lockdown levels.
- Pray for our staff as they respond to the additional challenges that families are facing at this time.

Inspired to take on a 'guiding role' at Merivale

Soranya Fanene recently joined Iosis as a Day Support Worker at Merivale, our centre for young mothers in Auckland.

As a mother of three adult children, Soranya says she loves her new role. "My role is to be a 'guiding role', to help our mothers and their children learn to believe in themselves and trust that there is light at the end of the tunnel. It's also a pleasure to support our staff and balance the workload. I feel very blessed to be in a role that supports and guides."

Soranya says she is impressed by the mothers and their children, and the huge changes they make during their time here. "I've been overwhelmed by the whakatau/welcome here - how the staff, mothers and their children have accepted me." She is also impressed by services Merivale provides for mothers/children: a place

to live, three meals a day, daycare and schooling for babies and young children, and programmes for mothers to improve themselves.

She says her journey towards working at Merivale was inspired by the 'Star of the Sea' Convent in Howick, which her mother and aunt attended when they first migrated to New Zealand from Samoa as young girls. "The tamariki

I work with here are a wonderful spiritual reminder of my own mother and her younger sister - and how the discipline and routine of the convent led them to great things and transformed their lives". ☺



Help transform family life for generations

Leaving a bequest to Iosis in your will is an enduring gift that has the power to transform many lives, for many generations to come.

Iosis's heritage began over a century ago, when Reverend Birch started what was to become the forerunner to the Manurewa Children's Home. Since then many thousands of families have been supported to transform their lives, a ripple effect that is passed on to their children, and their children too.

Much of our funding comes from donations and bequests from our amazing and generous supporters who believe in our vision of helping future generations raise strong, healthy families. Any bequest you can leave Iosis, large or small, will help us continue our life-changing work for the next 100 years. ☺

To discuss leaving a bequest in your will, please call 09 269 0050 and ask to speak to our CEO, Tunumafono Tracey-Leigh Peters, or fill in the form at www.iosis.org.nz/support-us/bequests/



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The struggle to retain Social Workers

A significant challenge this year has been recruiting Social Workers, due to the disparity between salaries offered by Oranga Tamariki and NGO organisations such as Iosis.

Last year, Oranga Tamariki increased their social worker salaries by 30%, which unfortunately means that agencies like us are struggling to retain our social workers. In fact, staff turnover of social workers at Iosis has increased by 40% in the past 18 months.

Having a stable workforce who can build relationships with our clients is vital to the work we do, but unfortunately, we have lost some people to higher-paid positions, which creates disruption and it has been difficult to fill these important roles.

“So many of our staff work at Iosis because of the values we hold. They want to be a part of a value-

based organisation such as Iosis, but unfortunately this doesn't counter the 30% pay increase offered by Oranga Tamariki. Being unable to fill these positions places more pressure on our other social workers – and also has consequences for families we serve.” ☺

Iosis Social Workers, such as Eloise, are becoming increasingly hard to find.



If you would like to donate to a staff fund to ensure we can continue to deliver our high standard of care to our community, please email Tracey directly at tracey-leigh.peters@iosis.org.nz or make a donation on our website www.iosis.org.nz/support-us/donate/.

Thank you as always for your incredible support.

Meet our Finance Assistant, Anita Gyawali

A very warm welcome to Anita, our new Finance Assistant.

Originally from Nepal, she moved to New Zealand five years ago with her husband, and has worked at a local manufacturing company for two years prior to joining Iosis.

Anita says she enjoys being part of an organisation that truly values elevating the quality life of our whānau, and feels proud to be part of a team that contributes so much to the community. Her hobbies include travelling to new places, gardening and playing badminton. She is studying towards becoming a Chartered Accountant. ☺



Anita Gyawali