

Ko te whakawhiti o te oranga
whānau I ngā wā uaua

Transforming family life through tough times

Iosis Annual Report 2021

iosis
transforming
family life for good

Ko te whakawhiti o
te oranga whānau
mo te pai



Hāpaitia te ara tika pūmau ai te rangatiratanga mō ngā uri whakatipu.

Foster the pathway of knowledge to strength, independence and growth for future generations.

Iosis Limited

Charities Registration

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Our Vision

‘Future generations of New Zealanders raising strong healthy families.’

Many parents lack the resources, skills and support to look after their children. Raising their family is often a response to their own upbringing, and can lead to stress, frustration, violence and relationship breakdowns. It’s a cycle that’s passed on to the next generation, and the next.

At Iosis, our goal is to break that cycle: to support vulnerable families to change for the better. We’re committed to seeing families freed from long-term damage that negatively affects the next generation, to overcome personal and parenting challenges, and to have safer, happier lives.

Our Values



**Whanaungatanga
CONNECTED**

We seek to form the kind of relationships that connect us to whānau as whānau.



**Te Māia
COURAGE**

We are courageous with families, partners and ourselves.



**Manaaki
RESPECT**

We seek equal and fair treatment for all; valuing the uniqueness of every person.



**Te Whakahaere
STEWARDSHIP**

We are committed to investing our resources and time efficiently and effectively.

“In March 2021, we celebrated 15 years of Iosis. That’s 15 years of helping whānau, couples, parents and tamariki to learn new skills, overcome huge challenges and transform their lives, for good.” *Tunumafono Tracey-Leigh Peters, CEO*

Tēnā koutou

This year we celebrated 15 years of Iosis. That’s 15 years of helping whānau, couples, parents and tamariki to learn new skills, overcome huge challenges and transform their lives, for good. And we’re proud to say that, despite the challenges of the past year, our team has stepped up and continued to make our vision of strong, healthy families possible.

Level 2 and 3 COVID-19 lockdowns impacted our services in August and September 2020: but thanks to the foresight and mahi of our team, we already had systems in place to work remotely and keep supporting the many vulnerable families we serve.

This year Iosis continued to be impacted by a disparity in social worker pay, a result of Oranga Tamariki giving their social workers a significant pay increase (30%), which many non-profit organisations such as Iosis are simply unable to match. While we agree that social workers deserve recognition for the life-changing work they do, this has made it very difficult to recruit and retain staff.

A positive challenge for Iosis was integrating significant changes to our foster care services to comply with new national care standards introduced this year. The new standards affect both our funding model and the quality assurance of caring for a foster child, with further training required for carers.

While we faced many challenges this year, we also achieved many milestones. The most significant of these was finally starting our ‘dream project’ of developing quality social housing in Manurewa for vulnerable South Aucklanders (see page 10).

We’re thrilled to be working alongside other companies and not-for-profit organisations to make this much-needed new housing complex a reality. We’re also pleased to be contributing towards solving the housing problem and supporting Iosis families in a new and meaningful way.

Developing a Māori voice is important for Iosis so we can better connect with and respond to Māori in our community. That is why we’ve appointed staff member Teina Mita to develop a Māori framework for our organisation. You’ll see examples of Teina’s input throughout this annual report, ensuring that we’re authentically reflecting Aotearoa New Zealand’s bicultural society.

Our involvement in MDCAT (Multi-Disciplinary Cross Agency Team), a cross-agency initiative working to help improve outcomes for high-risk families, continues to go from strength to strength. Iosis is delighted to be involved in this important collaboration that not only enables a quick response to situations of family harm, but also aims to set people on a pathway to change.

Lastly, as we enter yet another lockdown at the time of writing, we pray for the vulnerable families we support in Tāmaki Makaurau - and that, in God’s name, we can continue to empower families with strength and resilience to cope during tough times.



Andrea Page
Iosis Chair



Tunumafono Tracey-Leigh Peters
Iosis CEO

Our Board



Andrea Page Chair
BSocSci, DipRelSt,
DipGuid&Couns, and
MSCL



Bonnie Robinson
BA, BD, BAppMgt



Vao Muller
BA, LLB



Lyndon Twemlow
BTheol, DipAppTheol



Liz Wilson
BBus (Accounting),
CA



Justine (Jay) Martin
DipPhty, DipTeReo, Grad-
DipMNO, PGDipPH

Our Senior Leadership Team

Tunumafono Tracey-Leigh Peters
CEO
BEd (Primary) DipTchg

Heidi Crawford
SWIS/MASSiS Manager
BEd (Primary), MSW
(Applied), RSW

Wendy Barthow
Service Development
Manager
BSW, PGDipSup

Daphne Maposua
Operations Manager

Wayne Boyd
Finance Manager
CA

Mā mua ka kite a muri, mā muri ka ora a mua.
Those who lead give sight to those who follow,
those who follow give life to those who lead.

What We Do

At Iosis, we focus on delivering wrap-around services and programmes that reduce stress on family life, support parents to safely nurture their tamariki, and help vulnerable whānau to flourish.

Our Services

Social Work

Our social workers support families to understand and overcome the challenges that are affecting their family life.

Counselling

Through counselling, we guide couples, families and children towards positive change for the good of their whānau.

Foster Care

Iosis recruits and supports foster carers to care for tamariki and rangatahi, including short-term, respite care and longer-term care.

Social Workers in Schools

Iosis has social workers in 16 South Auckland primary and secondary schools to support and nurture our young people.

Parent Support

We tailor our home-based parent coaching and support programme to help families overcome the challenges of parenting.

Financial Mentoring

A financial mentor assists families to navigate money problems and improve their financial wellbeing.

Other programmes

We offer a range of programmes for whānau and takitahi, including parenting courses, recovery skills, communication, women's safety, men's development and our Merivale residential programme for mothers.

Where We Help

Iosis supports families in the wider South Auckland area, including:

Manurewa,
Clendon,
Papakura,
Takānini,
Pukekohe,
Manukau,
Papatoetoe,
Māngere,
Ōtara.



Who We Help

We help vulnerable families living in South Auckland, supporting them to strengthen their whānau unit and create a safer future for all.

50% Māori
14% NZ European
9% Samoan
9% Unknown
5% Cook Island Māori
13% Other



How We Help

Most of the families we work with face complex challenges requiring a unique approach that we wrap around families to transform family life for good. Working collaboratively with other agencies, iwi and community groups, we combine experiential learning programmes, practical support, and group or personal coaching with the aim of creating lasting change.

Creating a Ripple Effect

Our response to the needs of whānau in the South Auckland community is demonstrated by the following outcomes achieved over the last year.



Counselling

114 adults and children received counselling



Supporting Safety programme

13 children completed assessment
15 completed programme



Teen Dads

6 teen dads engaged
2 have completed the programme



MenD

85 clients engaged in the programme
35 completed programme



Multi Agency Social Services in Secondary Schools (MASSiSS)

655 students accessed our services
57 programmes delivered in schools



Social Work

100 families engaged with a Community Social Worker



Parent Support

54 clients accessed this service



MDCAT

447 clients were contacted following a family harm incident



Family Violence Intervention

586 clients were contacted following a family harm incident

“The support we offer families has a ‘ripple effect’: every time we help one family to transform for good, we’re helping their children, and their children’s children, to have better lives too.”

Tunumafono Tracey-Leigh Peters, CEO



Supporting Safety programme

24 women completed assessment
12 completed programme



Non-violence programmes

39 men completed an assessment
27 completed programme



Parenting Group Programmes

231 attended the programmes
93 completed the programmes



Social Workers in Schools (SWiS)

950 students accessed our service programmes
80 programmes delivered in schools



Merivale

15 mums entered Merivale
3 completed the programme with their children



Financial Mentoring

540 financial mentoring sessions were delivered

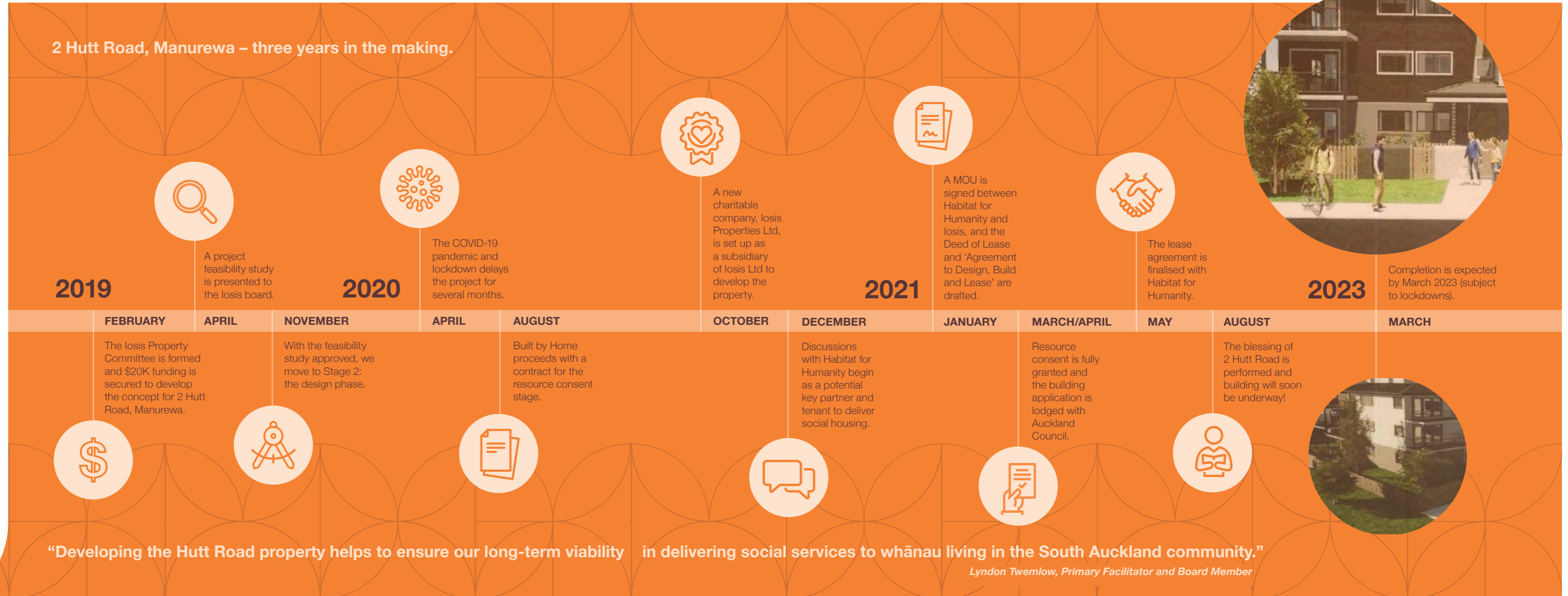
Building Better Futures: Our Housing Project for Families in Need

In 2019 the Iosis team and board began exploring opportunities to further expand the support we provide for families in the South Auckland community.

We identified an urgent need for quality community housing among people living in vulnerable situations in South Auckland, and began investigating how land we own in Manurewa could be used to meet this need. Almost three years on, we're excited to announce that the ground has been broken! Our dream project has been realised through strategic partnerships with Habitat for Humanity, whose purpose is closely aligned with our purpose of transforming family life for good, and Christian Savings and Community Finance. Home Construction (Built by Home) will build the social housing complex, which will comprise 21 two-bedroom units. These will be funded by Community Finance and managed by Habitat for Humanity, with Iosis as landlord.

For Iosis, the project allows us to deepen our support of vulnerable families in South Auckland. It also provides a new revenue stream, which allows us to continue to grow, develop and deliver family social services for South Auckland families.

As well as Habitat for Humanity, other members of the development team include representatives from Christian Savings, Built by Home and members of the Iosis board and management team. The project is due for completion in early 2023.



Supporting Tamariki and Rangatahi Through Tough Times

Despite a challenging year, we have seen many examples of excellent practice from our social work team.

Our biggest challenge has been the lack of quality social workers applying for roles. While we have had some interest, our lower level of pay compared to some NGOs funded through other government departments is a critical factor in this shortage.

At the same time, the need for our services has never been greater. Due to the COVID crisis, we have noticed an increased level of stress, anxiety, self-harm and suicide within student groups and their whānau. Each of the three high schools we work with had a suicide in 2020, which has had a massive impact on students. In most schools, our social workers often feel like they are ‘putting out fires’ rather than real intervention, which has increased the level of support needed for our team’s well-being.

On a more positive note, two new senior practitioners were appointed from within the team this year – and both have done an excellent job of stepping up into leadership positions. We have been supporting them with professional development and mentoring to help them develop in these important roles.

Other significant initiatives have included developing five new programmes to proactively address key issues that impact children and young people, including Anxiety and Me, Girl Get Up/ Let’s Hang Out, My Culture’s Keeper, Pasifika Heroes and Po’o ai a’u? Who Am I? We also developed a resource kete called ‘Practice in a COVID-19 World’ to equip both social workers and schools to work alongside tamariki and rangatahi through this traumatic time.

13 primary schools supported by Social Workers in Schools (SWiS)

3 secondary schools supported through Multi Agency Support (MASSISS)

5 new programmes developed to address key issues for children and young people

50 children & families impacted by COVID provided with additional support

Magic’s story:

“I can be my true self.”



Magic has been supported by MASSiSS for the past three years through his transition from female to male. Support by our social worker included anxiety interventions, referrals to outside agencies for ongoing support, and liaison with his whānau.

“Having this support has been very freeing,” he says.

“Knowing that I am safe and can talk about my issues means I feel less stressed throughout my transition. With my social worker, I can be my true self. I’m very happy that this support system exists and hope that more young people can be supported as I have.”

Transforming Family Life, Whatever the Year Brings

The past year was challenging for all of our family services. Our staff demonstrated their commitment to keep our programmes running and to continue to help transform the lives of tamariki, rangatahi and their whānau.

Last year’s lockdowns were particularly challenging for Merivale, our residential parenting programme for vulnerable mothers. However, we continued to operate at all levels of lockdown and to maintain our staff and residents’ safety. Many of our group programmes continued to be facilitated by our day staff, and some group programmes moved online, so that our mothers could have a regular routine and continue their vital development.

When everyone else was working from home, Merivale staff continued to work on site each day. We are hugely grateful to our amazing staff for their unwavering commitment to continue to help our mothers during this tough time.

Our foster care service continues to grow, with 12 children presently in care. As always, a shortage of foster carers has impacted our ability to place children and at times we have had more than one sibling group living in a foster carer’s home. We are immensely grateful to our foster carers for their life-changing commitment.

“You can make such a huge difference to a child’s life, even if it’s only for a short time.”

Lisa, foster carer

Changes to Oranga Tamariki’s National Care Standards focus on providing care

that is centred on hearing ‘the voice of the child’. To that end, we have transitioned from implementing the new care standards and have shifted our focus into a more therapeutic model. We successfully ran our first therapeutic foster carers’ training and existing foster carers will be invited to complete this training during 2021/22. Our team is developing a caregiver support plan, as well as bicultural training to better meet the cultural needs of foster children.

We continue to find it challenging to place children, as there are simply not enough foster carers to meet demand. Our recent training has begun to alleviate this issue, and we hope that our latest recruitment drive will enable us to give more tamariki and rangatahi a warm, safe and loving home.

12 tamariki and rangatahi currently in Iosis foster care

13 foster carers caring for children with a recruitment drive for more

3 training programmes scheduled for foster carers

Supporting the Frontline

As with many essential services, COVID-19 put our operational capabilities to the test this year. On a more positive note, this led to new ways of working to ensure our frontline staff are resourced and supported to work from home, so they could continue to deliver our much-needed community services without interruption.

The COVID crisis increased compliance requirements around health and safety and this has been a valuable process, enabling us to ‘future-proof’ our services and be better able to adapt quickly to any future outbreaks.

A key part of navigating the crisis was enhancing the capacity of our IT infrastructure to enable staff to work remotely and continue to interface with clients.

Sourcing laptops, monitors and accessories was a challenge, but also presented a valuable opportunity to trial new equipment. In 2021 we are planning to upgrade our network and continue to invest in our IT infrastructure.

Iosif owns and manages a number of properties, many of which are now older with

inevitable wear and tear, so we continue to work within health and safety standards to provide a space that serves our staff, communities and families well.

On that note, we were happy to receive confirmation that our rental property in Manurewa meets the Healthy Homes standards.

A significant future project for Iosif is the building of our new social housing development in Manurewa, so we’re thrilled that our property project team has started the groundwork on this important project (see page 10).

We look forward to the property taking shape over the next few months as we work alongside other organisations whose visions align with our ethos of transforming family life for good.

“ The focus of the operations team is to support our frontline staff to continue to do their wonderful work with whānau and communities without interruption, whatever the challenge. I feel blessed to work alongside such amazing colleagues. ”

***Daphne Maposua,
Operations Manager***



Financial Report

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We have had another solid year providing services under our various government contracts with Oranga Tamariki, Ministry of Social Development, Ministry of Justice, Ministry of Corrections - and added a new one with New Zealand Police, to provide a social worker to work alongside the family harm staff. This did result in slightly more income than for the previous year, but was somewhat offset by clawbacks against other contracts because of being unable to maintain full staffing levels.

Although grants and donations were reduced from last year's level, that was to be expected because we received significant one off items last year. We remain very thankful for our regular donors, particularly Baptist Children's Trust who consistently provide an annual grant of \$250,000. We also experienced a drop in investment income of some 22% with falling interest rates. Rental income, however, increased with both the Hutt Road and Front House property at Russell Road having residential tenancies in place.

Payroll costs plateaued this year with increased pay rates being mainly offset by savings because of difficulties in recruiting staff, as mentioned above. While this is positive from a financial perspective, it does of course put pressure on other staff to fill the gaps and hampers the ability to seek new contracts or improve our performance in our current ones. The total payroll cost remained steady at around 70% of the total cost of providing services.

Other costs decreased by \$132,000, most of this relating to the cost of feasibility studies relating to

the possible development of both our Russell Road and Hutt Road properties, which was written off last year. Following these studies, the board agreed to proceed with developing the Hutt Road property and postponed the decision on Russell Road until after Hutt Road is completed.

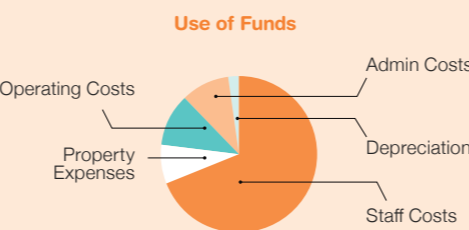
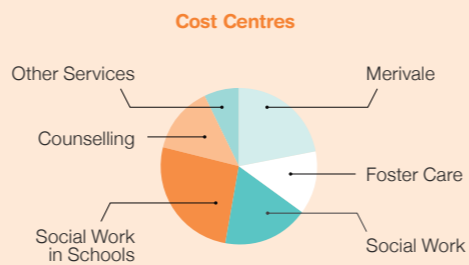
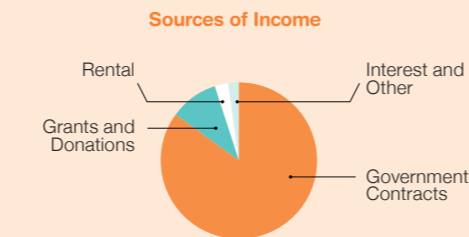
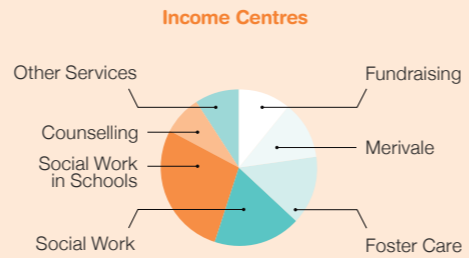
Our Statement of Financial Position has clearly changed with the inclusion of Investment Property as an asset - this comprises land at valuation (May 2020) of \$1.1m plus costs incurred on stages 3 and 4 (resource / building consents) of \$846,000. The project is now about to commence the construction stage, with 21 x two bedroom units to be built over 3 levels, together with 17 carparks. Apart from the loan of \$200,000 from Christian Savings, the cost to date has been self funded, hence the reduction in short term investments and current assets.

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



	2021	2020
	\$	\$
Revenue		
Services provided for Government Agencies	3,412,403	3,388,703
Operating Grants and Donations	400,492	530,700
Rental Income	118,454	106,146
Finance Income	60,497	77,686
Gain on Disposal	4,660	-
Other Income	995	853
Total Income	3,997,501	4,104,088
Less Expenses		
Salaries and Wages	2,780,753	2,795,766
Materials and Services	998,078	1,129,938
Depreciation and Amortisation	70,734	71,577
Audit Fees	21,029	16,357
Rent	25,587	24,752
Cost of Providing Services	3,896,181	4,038,390
Surplus from Operating Activities	101,320	65,698
Loss on Write off of Building - Hutt Road	(147,496)	-
Gain on Business Combination	-	2,364,600
Add Capital and Tagged Grant Income	14,307	1,000
Less Tagged Grant Income Utilised	(3,811)	(1,000)
Total Surplus for the Year	(35,680)	2,430,298

STATEMENT OF CONSOLIDATED FINANCIAL POSITION AS AT 30 JUNE 2021

	2021 \$	2020 \$
ASSETS		
Non-Current Assets		
Property, Plant, Equipment and Intangibles	3,119,563	4,345,114
Investment Property	1,846,889	-
Investments	571,598	545,347
Total Non-Current Assets	5,538,050	4,890,461
Current Assets		
Cash and Cash Equivalents	662,814	700,653
Accounts Receivable	99,910	73,053
Prepayments	23,026	16,884
Short Term Investments	570,636	828,589
Total Current Assets	1,356,386	1,619,179
TOTAL ASSETS	6,894,436	6,509,640
LIABILITIES		
Term Liabilities		
Loan - Christian Savings	200,750	-
Current Liabilities		
Accounts Payable	435,837	342,694
Income Received in Advance	258,688	128,936
Deposits held in Trust	2,831	1,350
Total Current Liabilities	697,356	472,980
TOTAL LIABILITIES	898,106	472,980
TOTAL NET ASSETS	5,996,330	6,036,660
EQUITY		
Share Capital	913,959	913,959
Accumulated Funds	776,015	2,276,819
Property Reserve	4,275,000	-
Capital Fund	-	2,637,857
Other Funds	31,356	208,025
TOTAL EQUITY	5,996,330	6,036,660

Ngā Mihi – Thank You

Ngā mihi nui to our wonderful supporters, funders and donors during what was yet another challenging year. Your generous support enables us to achieve our vision of helping future generations of New Zealanders to raise strong, healthy whānau.

July 2020 to June 2021 Major funders, donations and grants

Auckland Airport Community Trust

Frimley Foundation

Milford Baptist Church

Baptist Children's Trust

ML Hood

Vera Malcolm's estate

Eastview Baptist Church

NZ Lottery Grants Board

Wilberforce Foundation

And special thanks to our regular donors and to others who have supported our work with whānau in any way over the past year. With your help, we can continue to transform family life, for good.

Poipoia te kākano kia puawai

Nurture the seed
and it will blossom

iosis
transforming
family life for good

Ko te whakawhiti o
te oranga whānau
mo te pai

Contact details

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Entity type and legal status: Charitable company registered under the Charities Act.
Registration number: CC11266

