The background features a dark purple rectangular area on the right, with the rest of the page being a light cream color. Overlaid on these are several large, organic, rounded shapes in orange and teal. On the left, a teal circle sits above a large orange rounded rectangle. In the center, a large orange rounded rectangle is partially overlaid by a cream-colored rounded rectangle. On the right, a cream-colored rounded rectangle is partially overlaid by a large orange rounded rectangle. The text is positioned in the lower right, within the dark purple area.

**For tamariki.
For whānau.
For good.**

Annual Report 2022

iOSiS.



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

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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 whānau, partners and ourselves.



Manaaki **Respect**

We seek equal and fair treatment for all, valuing the uniqueness of every tangata.



Te Whakahaere **Stewardship**

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

Our vision

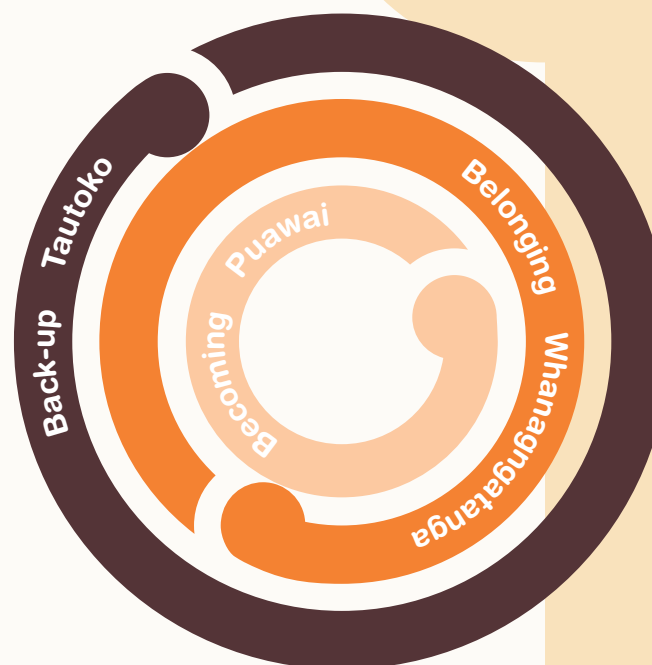
‘Future generations of New Zealanders raising strong healthy families.’

Sadly, many parents lack the resources, skills and support to look after their children, leading to a cycle of stress, frustration and violence that’s passed on to the next generation, and the next.

At Iosis, our goal is to break that cycle. We’re committed to freeing families from long-term effects that negatively impacts the next generation, to overcome personal and parenting challenges, and to change for the better.

Our approach

Iosis works with families to help them make the changes needed to be safe and nurturing for their children. Through our three-pronged approach of Puawai (Becoming), Whanaungatanga (Belonging) and Tautoko (Back-up), we walk alongside whānau on their journey towards transforming family life.



Tēnā koutou

Overall, the past financial year was one of implementing positive change, while continuing to face the challenges of lockdowns. Now that restrictions have eased, we are pleased to return to doing what we do best – helping to transform family life.

The August 2021 lockdown had a huge impact on our ability to deliver services effectively. Staff worked from home and some were affected by sickness. Our SWiS/MASSiS workers were unable to work in schools, making it difficult to engage with children who needed their help. Our online group programmes were also affected, due to a lack of privacy at clients' homes, or because they had to care for children or their own health.

Despite these challenges, we were able to make several positive changes in the past year to improve our much-needed services.

One highlight was the work of Teina Mita, our Māori Development Leader. Teina has been working on developing and implementing a Māori framework for Iosis, building relationships with local iwi and other social service organisations, and acting as our cultural advisor when working with whānau.

As a board, we are excited to move forward in our Treaty journey and support the development of our kaupapa Māori framework, which will help to inform our practice and express our desire to work bi-culturally.

Last year we completed a review of our Merivale Whanau Development Centre. As a result we have implemented a number of changes, including a full overhaul of the programme and the facilities.

Improvements to our foster care services included developing an online therapeutic training programme, with two groups of foster carers undergoing the training so far. The inclusion of self-directed learning has made training more accessible, especially during COVID restrictions.

This year, we began one-on-one AOD (Alcohol and Other Drug) assessments and counselling, which is aligned with our AOD programme. We were pleased to receive one year of Lottery Community funding for this.

Our SWiS/MASSiS team have developed two new programmes to run in schools: one focused on anxiety and the other on online well-being. Both were in response to issues that had emerged amongst students with the added challenges of COVID last year. The team also developed an illustrated book aimed at demystifying what school social workers do, which we hope to publish so that other agencies can use it in their schools.

After four years of service on the board, Lyndon Twemlow resigned at the beginning of 2022. Lyndon led our property project in Manurewa until this time, and the board thanks him for his incredible effort. Our relationship with Manurewa Baptist Church will continue, and our thanks to our wonderful board members who have waded through the complexities of the property project.

Our staff have done an amazing job during another difficult year in which staffing shortages were sector-wide, and the board values their tireless commitment and care. My personal thanks to Tracey and the senior leadership team for the inordinant amount of work they have done to keep Iosis running. They are all extremely competent and skilled people who give above and beyond.

Finally, as always, we are immensely grateful to our wonderful foster carers and generous supporters for making it all possible. With your help we can continue our vital work to transform family life, for good.



Andrea Page
Iosis Chair



Tunumafono Tracey-Leigh Peters
Iosis CEO

Our board



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



Liz Wilson
BBus (Accounting),
CA



Vao Muller
BA, LLB



Justine (Jay) Martin
DipPhty, DipTeReo,
GradDipMNO, 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 M
Operations Manager

Wayne Boyd
Finance Manager
CA

Ehara taku toa i te toa takitahi, engari i te toa takitini.

My strength is not due to me alone, but due to the strength of many.

What we do

We provide wraparound services and programmes aimed at supporting parents to safely nurture their tamariki, reducing stress on family life, and helping whānau to flourish.

Our services

Social work

Our caring and committed 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 transformation for the good of their whānau.

Foster care

Iosis supports foster carers to care for tamariki and rangatahi in need of loving, caring homes, including short-term, long-term and respite care.

Social Workers in Schools (SWiS/ MASSiS)

Our dedicated in-school social workers support and nurture our young people across 15 South Auckland primary and secondary schools.

Parent support

An individualised, home-based parent coaching and support programme designed to help families overcome the challenges of parenting.

Financial mentoring

A financial mentor assists families to navigate money problems, reduce financial stress and improve their financial literacy and well-being.

Supporting mothers

Our Merivale residential programme helps mothers learn how to parent their tamariki safely and create better lives for their families.

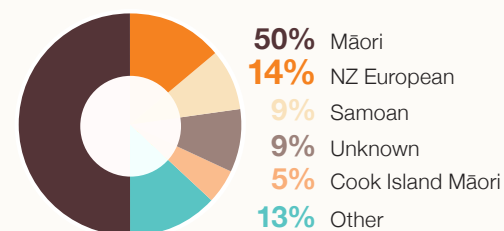
Other programmes

We offer a range of programmes for whānau and takitahi, including parenting courses, alcohol and other drugs recovery skills, communication, women's safety and MenD (men's development).

Where we help

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

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



Who we help

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

How we help

Many of the families we work with are facing complex challenges that require a unique, wraparound approach. Working together with other agencies, iwi and community groups, we combine practical support, experiential learning programmes, and personal coaching to transform family life for good.

Impact that creates real change

The following outcomes demonstrate how Iosis helps couples, whānau and tamariki to overcome challenges and make changes for their family, for good.



**Multi Agency
Social
Services in
Secondary
Schools
(MASSiSS)**

286

students
accessed our
services

25

programmes
delivered in
schools



Counselling

83

adults and
children
received
counselling



**Parenting
Group
Programmes**

176

attended the
programmes

69

completed the
programmes



Merivale

9

mums entered
Merivale

4

completed the
programme
with their
children



**Children's
Supporting
Safety
programme**

7

children
completed
assessment

6

completed
programme



Social Work

110

families engaged
with a Community
Social Worker



**Social
Workers
in Schools
(SWiS)**

900

students
accessed
our service
programmes

53

programmes
delivered in
schools



**Parent
Support**

35

clients accessed
this service



Non-violence programmes

35

men completed assessment

10

completed the programme



MenD

45

clients engaged in the programme

23

completed the programme



Adult Supporting Safety programme

23

completed assessment

10

completed programme



Family Violence Intervention

427

clients were contacted following a family harm incident



MDCAT (Multi-Disciplinary Cross Agency Team)

346

Clients were contacted after a family harm incident

“Every day, our amazing team goes above and beyond to help the families in our care, and I thank them for their commitment, strength and aroha.”

Tunumafono Tracey-Leigh Peters, CEO

From financial stress to financial well-being

Janelle* was a young mum who sought help from Iosis because the interest on her credit card and finance company loan was skyrocketing.

"I was really struggling. I couldn't afford to get food and cover our basic needs," says Janelle.

She had used the loan and credit card for essential purchases, but the debt quickly spiralled out of control. "I didn't know how hard it was going to be to actually pay off. The interest was so high; more would just go on top. I couldn't sleep because I was wondering where my next meal was going to come from."

“ You have to build the courage to ask. It gets so much better when you do get help. ”

She talked to Karen, an Iosis financial mentor. "Karen was super lovely. She was always motivating and praising me – she gave me hope!" says Janelle. With Karen's help, Janelle developed a budgeting plan and implemented Karen's tips on managing her finances better, such as setting a budget for food and finding specials at the supermarket.

Another tip was to use the 20 hours of free early childhood education, which saves Janelle around \$70 a week.

Best of all, Karen helped her apply for an interest-free loan from non-profit organisation, Ngā Tāngata Microfinance, who agreed to cover the loan and credit card bill. Janelle now repays them in affordable instalments with no interest or fees. Janelle has advice for others caught in the debt trap.

"I'd refer them to Iosis, and let them know there is help out there. You have to build the courage to ask. It gets so much better when you do get help."

**Name changed and stock image used to protect privacy.*



Supporting whānau through new challenges

On top of lockdowns and restrictions, the year brought added challenges as the cost of living soared. Despite this, our family services teams continued to make a positive impact on the lives of whānau, takitahi and tamariki.

Our financial mentoring team has continued to see clients struggling with the impacts of lockdowns and the increased cost of living. We received many referrals from Salvation Army and Eastern Women's Refuge Emergency Housing and transitional housing services. Our financial mentor helped clients with budget worksheets and social housing applications, and supported them with ongoing sessions to improve their financial situation before transitioning into their own homes.

Due to the increased demand around issues of anxiety and depression, family violence and relationship issues, we have had a waiting list for our counselling services all year. Demand at schools has also increased. Fortunately, our counselling team was able to organise spaces within some schools to provide counselling on site, ensuring that children who had been referred to us could easily access our services.

A review was completed of Merivale, our residential programme for mothers and their children. One of the outcomes was moving to an individualised therapeutic programme so that mums can buy their own food and cook independently in their units with their children. With the help of donations, we have been able to outfit all of the kitchens and buy rugs, beds, bedroom and bathroom linen, dining tables and chairs.

We are very grateful for these generous donations, which have enabled us to create a 'home away from home' for these mothers as they work to transform their lives for the better.

New care standards have been integrated with our foster carers this year. An important aspect of our foster care is providing children in care with a voice, and feeding up-to-date information back to Oranga Tamariki's social workers.

Our foster care has remained steady with 13 foster carers at this time, although we have continued to run recruitment drives for foster carers to meet the complex needs of children coming into care. Lockdowns have slowed this process down but we have now approved two new foster carers. COVID has also created additional pressure for foster carers who have worked from home, schooled children and coped with isolation.

We have successfully run our second foster carer therapeutic training online with two new foster carers and several existing carers. Offering online training has enabled participants more flexibility to work around their schedules.



6 clients

were assisted to complete Kiwisaver hardship applications



177 families

were helped to access much-needed food parcels



88 clients

Received group or one-to-one counselling support



19 children

Were cared for by 13 foster carers (with 2 new carers approved)



10 children

Have left foster care to live with whānau or other caregivers

Counselling gives mum a second chance

Luana longs to be a positive influence in her sons' lives – the kind of role model she lacked growing up.

She initially sought counselling for her seven-year-old son, and leapt at the opportunity when she was offered it for herself. She was matched with Jasmine, an Iosis counsellor. "I had wanted to talk to a counsellor for years, but I never found the right one," she says. "I knew I needed to make changes. I felt comfortable with Jasmine and she didn't rush me; she just let me talk.

Now studying social work, Luana enjoys helping people and is hopeful of a future working in this field. "I would love to be a 'Jasmine' to some girl," she says. "I wish I had had that advice way back when I needed it." Luana acknowledges counselling can be "hard and scary", but she encourages others to give it a go. "When you have things in your life that are holding you back, only good

“Counselling is a life-changing thing. I'm so appreciative.”

"She helped me realise that many of the difficulties I have stemmed from things that happened as a child. She taught me how to recognise a trigger, and how not to react straightaway. Instead I can take a step back and think about why I'm feeling like this.

"As a child I never had the right support. So I would blame myself, when in reality I didn't have the right guidance. Jasmine helped me realise that I was bringing those same feelings into the present."

can come from counselling. You get the answers and you learn the skills to work through your problems."

She says it has given her a second chance to create a better life for herself and her children. "I now can recognise when I'm slipping back into bad habits. It's a life-changing thing. I'm so appreciative."



More social workers, more schools, more support

While the year saw an intensified demand for our services, we now have a full complement of SWiS/MASSiSS social workers, enabling our team to address the increasingly complex needs of tamariki and rangatahi in more South Auckland schools.

One of the year's greatest successes was finding excellent, qualified social workers to fill all of the gaps in our team, which means we can now support all schools in our care.

Despite this, we are still unable to meet growing demand. The needs of young people have become increasingly complex, requiring more time to support each client and a higher risk to the safety and well-being of our social workers. We provided a range of programmes to support children and young people, including anxiety, self-harm and suicidal ideation, and helped them learn how to stay safe in the online world.

The year saw an improved focus on our practices overall, with the completion of more in-depth assessments and intervention planning, particularly for long-term cases.

A highlight of the year was the development of a new programme for

all age groups to meet the growing need for children and young people to keep themselves safe in the online world. Based around the model of Te Wheke, the programme features an octopus that represents the many different things that impact on our health and well-being. We also developed a simplified version for large groups of children, which ran successfully in two schools and enabled us to identify children needing more in-depth intervention.

Another initiative was a storybook that explains what a SWiS is and what they do, which was written and illustrated by our SWiS/MASSiSS team. We're thrilled to say that the book has been endorsed by the Oranga Tamariki national office. We also created a video that showcased what the team does and supported our search for top social work practitioners to fill roles in the team.

We continued to support new social workers and graduates as they moved

into new SWiS/ MASSiSS roles. Senior team members mentored our 'newbies', which has proven far more effective than working in isolation. The team all took part in training to better understand their respective strengths and how to work best alongside each other.

We also attended training for Kidspower, Teenpower and Fullpower programmes. Run by Empowerment Trust, these vital programmes focus on developing skills in children and young people to keep themselves safe.



4

new graduates have joined our team in the past 12 months



15

Schools now supported by Iosis SWiS/ MASSiSS social workers



5

Team members mentored our new social workers and graduates



12

Team members attended training by Empowerment Trust

From despair to a hopeful future

When her baby died tragically and her older child was taken into care, Jessica* was in a dark place. Determined that her daughter would experience a better life, she turned to Merivale for help.

Jessica had been in a violent relationship and was regularly abusing alcohol and drugs. She had made several attempts to get clean, but was constantly drawn back to using again.

"I got triggered too quickly," says Jessica. "I had no boundaries, plus I was grieving as well."

impactful lessons were about non-violent communication, bonding with her child and identifying her triggers. She is now at peace with life and confident in her ability to raise her daughter safely.

"I am more alert and present with my daughter now. She trusts me. I love exploring with her, comforting her,

“Thank you, Merivale - you’ve given me a once-in-a-lifetime opportunity.”

However, there was hope. Jessica was accepted into Merivale, which offers intensive support to mums who have experienced violence and addiction. Mothers find healing and learn new behaviours and parenting skills that will transform their family life.

"Coming into Merivale was when I started learning," says Jessica. "It was hard, but it was all worth it. I'm just so grateful that I made it through those gates." Jessica says some of her most

delighting in her and securing her safe space. And I'm always praising her," says Jessica.

"Thank you, Merivale – you've given me a once-in-a-lifetime opportunity. I encourage any mum who is facing hard times to have hope and to never give up on what they want to become in life. Keep going, because if you have that mindset, anything is possible."

**Stock image used to protect privacy.*



Keeping Iosis operating smoothly

In the past year, COVID continued to impact on the delivery of our services. Challenges were twofold for our operations team: keeping staff safe as they delivered an essential service remotely, and managing an increased workload with less staff.

During this period, the operations team has been onsite full-time, providing staff with support from IT and database helpdesk and resources.

Several successes achieved during the year included an upgrade of the IT network with a new server installed and implemented. The next stage was a network upgrade, which was finally implemented in early 2022, thus completing the IT system upgrade. The continued improvement of the organisation's technology platform, performance, capabilities and speed enables staff to work both in the office and remotely with minimal disruptions.

Our team worked with Kāinga Ora to improve the properties at our Merivale site, which are owned by Kāinga

Ora and leased to Iosis. Through consultation and feedback from various community providers including Iosis, Kāinga Ora have agreed to progressively upgrade and maintain their properties. Iosis is also doing maintenance work alongside Kāinga Ora where applicable, while Iosis's Russell Road site has an increased workload with its own property maintenance.

Now that the COVID traffic light system has gone, our focus can change from health and safety back to our core business. A key focus for the year ahead will be looking at our health and safety framework to continue to work towards best practice, especially with staff returning back onsite full-time.

A new Māori framework for Iosis

During the past 12 months, we developed a Māori framework for Iosis which identifies main pou or concepts that staff can use to guide their work with whānau Māori.

Another focus was strengthening collaborative working relationships with other agencies to achieve better hauora for whānau. Thirteen organisations, across various disciplines, have agreed to meet as a collective to begin the process.

Revitalising te reo within Iosis was also a focus. This included a weekly segment entitled 'whakatauki', explaining how these messages still relate to the work we currently do, as well as providing translations for staff and examples of everyday phrases. As a culturally attuned agency, we provided cultural advice to help staff better understand some of the responses from the whānau they work with, including our foster care whānau who are dealing with some delicate cultural issues.



13

organisations have agreed to meet to strengthen working relationships



2

hui held so far, with three more scheduled in the 2023 calendar year



Ngā mihi nui – thank you

We're immensely grateful to our wonderful supporters, funders and donors as we've worked to guide whānau, tamariki and rangatahi towards better lives. With your generous support, we can achieve our vision of transforming the lives of more families, for good.

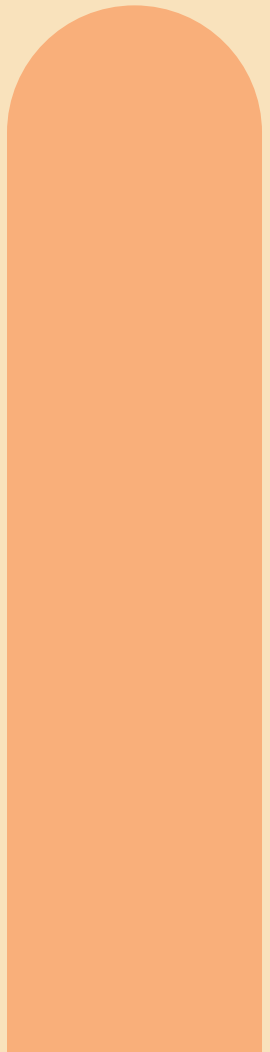
July 2021 to June 2022 grants, bequests and major donations

Baptist Children's Trust	The Estate of Janice Bowman
M & L Fleming	The Estate of Jennifer Butler
Four Winds Foundation	The Tindall Foundation (Baptist Churches of New Zealand)
Frimley Foundation	The Trusts Community Foundation
New Zealand Christian Foundation	Trillian Trust
New Zealand Lottery Grants Board	Wilberforce Foundation
Rano Community Trust	

With special thanks to our regular donors and to others who have supported our work with whānau in any way over the past year. We couldn't continue this life-changing mahi without your support.

**E tama, tangata i akona i te whare,
te tūranga i te marae tau ana.**

**Children raised well in the home
will stand strong in the world.**







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oranga whānau mo te pai

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