2020 Overcoming challenges Transforming lives Annual Report 2020 transforming family life for good Ko te Whakawhiti o te oranga whanau mo te pai

losis Limited

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Our Vision

'Future generations of New Zealanders raising strong healthy families.'

Parenting can be challenging. Many young New Zealanders want a better life for themselves and their children, but they're held back by their own upbringing and personal circumstances. Bringing up their family is often a response to their own history of hurt, and can lead to stress, frustration, violence and relationship breakdowns. Many people find themselves with a family, yet they struggle because they lack the resources, skills

It's a cycle that's passed on to the next generation, and the next.

At losis, our goal is to break that cycle: to help and 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 better, safer, happier lives.

The Greek word 'iosis' means the process by which base metal becomes gold - a miraculous transformation. Through our vision and values, our goal is to achieve that in everything that we do: to transform family life for good.

Our Values



Whanaungatanga **CONNECTED**

We seek to form the connect us to whānau as whānau.



Te maia **COURAGE**

We are courageous with and ourselves.



Manaaki **RESPECT**

We seek equal and fair



Te Whakahaere **STEWARDSHIP**

We are committed to and effectively.

Every day, we live and breathe our values as we work to transform family life for good.



Chair and CEO report

Tēnā koutou/greetings to all.

It's certainly not an understatement to say that the first few months of 2020 were challenging, for both our clients and our staff. Yet we're proud to say the losis team has risen to the challenges, finding new and innovative ways to support families in the South Auckland community.

Most obviously, the COVID-19 lockdowns have had a significant impact on our service delivery and engagement with the community. As an essential service provider, we have continued to work from home to meet the needs of our clients, whilst Merivale has continued to operate on site, with most programmes delivered online.

Lockdown has been especially challenging for the vulnerable families we work with. This year, we've been involved with 622 family harm incidents through our various family violence services, an increase of 5% over last year. We've also developed a range of resources to assist us in responding to the many issues that are presenting in our children and young people, such as increased anxiety.

Yet 2020 was also a year of innovation and a fresh approach to the way we work. Our team were able to quickly and successfully engage with families during lockdown through a range of tools, such as Zoom, email, phone, video and social media platforms.

Another significant challenge this year has been recruiting social workers due to the disparity between salaries offered by Oranga Tamariki and NGO organisations such as losis. 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.

On a more positive note, key partnerships with other community and government organisations continue to be an integral part of our work. These include Oranga

Tamariki, local schools, probation services and the Ministry of Justice.

What's more, losis is proud to be New Zealand's only provider of Social Workers in Schools within special needs schools. We have been working in Rosehill Special School since 2017, and as of this year, are also working in the Blind and Low Vision Education Network NZ (BLENNZ), based in Homai.

And despite the challenges of 2020, our work continues. Large numbers of families continue to receive help to be stronger and better able to raise their children; mothers leave Merivale with their children better able to care for them; teenage dads and couples receive training to be better parents; children at 15 local schools receive support from our social workers; and every night around 15 children are cared for in our foster families, some for extended periods.

We are grateful to staff, our board members and our amazing foster carers: your faith, courage, care and tireless commitment makes this possible. We are also extremely grateful for the continued backing of our donors: your unwavering support helps us create real transformation for families.

We also want to acknowledge two long-serving staff members who have left losis this year: Glenis Reardon, who was our Finance Assistant for ten years, and Josy Whittaker, who has worked for losis for 12 years. In fact, Josy was one of the original people involved in the implementation of our Social Workers in Schools service here in Manurewa. Our heartfelt thanks to both Glenis and Josy and best wishes for the future.

Finally, we give thanks to our Lord Jesus for the opportunity to serve in His name and to participate in bringing hope and healing to families in South Auckland.

Bonnie Robinson

losis Chairperson

Tunumafono Tracey-Leigh Peters **losis CEO**

Our Board of Trustees



Bonnie Robinson - Chair BA, BD, BAppMgt

Bonnie is the CEO of HBH Senior Living in Howick and has served on the Board of losis for the past six years. 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.



Vao Muller BA, LLB

Vao Muller is a barrister specialising in family law in South Auckland. She has served as a member of the losis Board for the past five years. Her specialist knowledge of family law is an invaluable addition to the Board.



Andrea Page

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



Lyndon Twemlow

Lyndon co-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 work in partnership with losis to connect the faith community and 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 is also involved with the annual Christmas lunch for homeless people in the Onehunga community.

Our leadership team

With many years of collective experience and a wide range of skills, our leadership team holds overall responsibility for developing and delivering our range of services to help change the lives of families in the South Auckland community, for the better.

Tunumafono Tracey-Leigh Peters CEO

As Chief Executive Officer of Iosis since 2015, Tracey-Leigh leads and manages the organisation to achieve its 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 supports our Team Leaders to ensure our staff delivers quality, strengths-based practice to clients and whānau. 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 of 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. She says her team is "awesome, diverse and highly experienced" and her role is to support them to continue to do their great work.

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 whanau and communities.

Wendy Barthow

Practice Development Advisor/Foster Care Manager

Wendy holds two roles at losis, ensuring that care standards are implemented across the foster care team and and also supporting the foster parents and children coming into care with losis. She enjoys partnering with OT to ensure the best outcomes are reached for both children and foster families.

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 wrap-around services offered by losis, and supports them as they move towards a more positive future.

Teina Mita

Counselling & Men's Services Team Leader

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.

Pearl Segi

Operations Team Leader

Pearl assists Daphne in managing the day to day operations of losis. She has oversight of the receptionist and intake functions ensuring that we are responsive to those who come seeking assistance through our services. She is also responsible for the co-ordination and administration of the Family Learning Centre.

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 such a tangible difference to South Auckland families and says she is inspired by the losis team who make this happen.

What we do

At losis, we aim to: reduce stress on family life as a society; create a community life and systems of support that allow families to flourish; and most of all, to work with those families who are most vulnerable to make the changes needed to be safe and nurturing for their children.

Our services



Social Work

Families are supported by a social worker to work through a 'Family Roadmap' to help them map out and overcome the challenges that are affecting their family life.



Foster Care

losis supports foster carers to provide much-needed temporary care for children and young people, including both short-term, respite care and longe term care.



Parent Support

To help families overcome the challenges of parenting, losis

offers a tailored, home-based parent coaching and support programme.

We help our clients to reduce the stress of family life by helping them to navigate financial issues and create support systems to meet their needs.



Counselling

Our counselling services help couples, families and children work through the past experiences, beliefs and emotions that can help or hinder their personal journey.



Social workers in schools

losis has family support workers in a number of primary and secondary schools in South Auckland, available to support and nurture our young people as needed.



Other Programmes

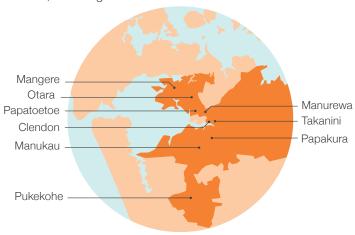
We offer a wide range of programmes for families, couples and individuals, including our Toolbox Parenting Courses, AOD Early Recovery Skills Programme, Getting a Grip on Communication, Women's Supporting Safety Programme, Merivale Residential Programme and Men's Development Programme.

Our support goes a long way

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.

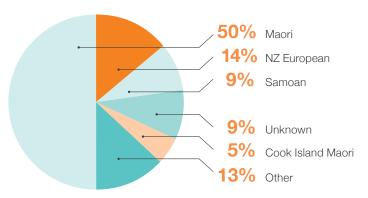
Where we help

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



Who we help

We support a wide range of families, couples and individuals from different ethnic groups. With the right support, many of our clients are able to move towards better, safer lives.



How we help

losis has developed a unique approach that we wrap around families to transform family life for good.

Our approach combines experiential learning programmes, practical support and group or personal coaching that leads to lasting change. Family members move through a process that's designed to stabilise and strengthen their family life.

Since our organisation started, losis has 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 (see our story below).

Collaborative approach already transforming family life

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

66 It's a great example of collaboration. By working together and drawing on each other's strengths, we're creating a better future for families in the local community.

- Tania Da Encarnacao

The team meet 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

"The immediate objective is to keep the family safe." explains MDCAT team member, Tania Da Encarnacao. "Working together means the group can be much more responsive to the family's needs. Another advantage of MDCAT is that team members are able needs of the family."

'Holding hope' for families

A snapshot of the outcomes we've achieved in the past financial year, while supporting our losis families.

Merivale



programme

Intensive Social Work



clients engaged in service

> Non-violence programmes



men completed assessment

completed programme

Multi Agency Social Services in Secondary Schools (MASSISS)



students accessed our services

programmes delivered in schools

Parent Support



clients accessed this service

Supporting Safety programme



women completed assessment

completed programme **Social Work**



families engaged with a Community Social Worker

Parenting Group Programmes



attended the programmes

completed the programmes

Supporting Safety programme



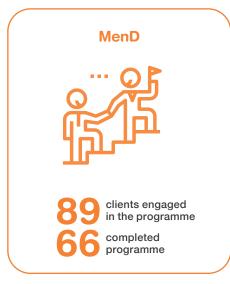
children completed assessment

completed programme













66 Here at losis we talk about 'holding hope for families who feel hopeless'. We're proud of the changes the individuals, couples and families/whanau we work with have made this year, recognising the complex needs and challenges they must overcome to achieve these.

Tunumafono Tracey-Leigh Peters, CEO

Rawinia's story

Originally from the Bay of Plenty, Rawinia had a very traumatic past.

Her brother committed suicide and her partner was murdered. To numb the pain, she turned to a path of drugs and violence.

When her first child, Adrian, was four weeks old, Oranga Tamariki recommended that she go to Merivale. Based in Auckland, Merivale is a residential parenting programme for women who are struggling with the challenges of parenting - in most cases, with a background of abuse, addiction, or domestic violence. Women receive counselling and attend a range of life skill, selfdevelopment and parenting classes, and usually leave after six months with their child or children in their care.

"They were really strict"

Rawinia says that Merivale was initially very challenging, especially as she was far away from her family. "I just didn't like it initially - the routines were really tough - it was so different to what I had been used to. You had to be at class by this time, have the kids ready by that time, and there was no leeway."

Eventually Rawinia settled into the programme and became used to a new way of doing things. "They were really strict but I look back on it now and they needed to be." As with all mums on the programme, Rawinia's days at Merivale were spent attending classes such as AOD (Alcohol and Drug Addiction), parenting courses, and individual and group counselling.

66 I keep reminding myself of all the hard work I've put in why would I want to go backwards? 99

"The parenting skills I learnt were completely new to me and so useful. Learning things like I am my child's 'safe haven' made a big impact on how I look at parenting. Three years later. I still remember and use what I learnt there."

Rawinia graduated after seven months at Merivale and left with her baby Adrian in her care. Three years on, she now has three children - aged 3 years, 2 years and 9 months. What's more, Oranga Tamariki is so proud of her progress, they've asked her to mentor other mums in the future.

A new life. A new dream.

After Rawinia left Merivale, she said it was tough. "After a rocky start, I'd made good friends and the staff were so kind and supportive." Initially, she had nowhere to go, so she moved

in with her in-laws until last year when she began renting her own house." I was trying to start again and it's tough when so many of the people you used to know are still doing drugs and being violent. I didn't want to be around all that."

Rawinia said she "keeps herself to herself" and has become good at saying no. "It's hard because drugs and violence are everywhere, but I keep reminding myself of all the hard work I've put in - why would I want to go backwards? I don't want my kids to be around that stuff."

As well as moving into her own home Rawinia is now studying at Toi Ohomai Institute of Technology. She's starting to realise her dream. "I want to own my own home, from which I can run my beautician business. To earn my own money and raise my children in a safe and happy home."

"Learning things like I am my child's 'safe haven' made a big impact on how I look at parenting," she says. Three years later, I still remember and use what I learnt at Merivale."

Eloise's story

Eloise joined losis in 2019 as a Social Worker and is based at St Anne's Catholic School, located next door to losis on Russell Road.

She previously worked for Family Works, part of Presbyterian Support Northern. Eloise says she was inspired to become a Social Worker as a result of her own experience as a teenager. "I went to see the Social Worker when I was in high school and she was amazing. She was so helpful and had such a positive impact on me."

When Eloise left school, she took a gap year and went with her parents to Bangladesh. Her father was involved with the Leprosy Mission there, and she travelled with them around Bangladesh collecting stories through over 50 interviews. "It was an incredible experience and opportunity to hear people's stories and how they had overcome leprosy. Dad's role was to capture the stories and I would take the photos to go with it. We made a great team."

"Because the language was a barrier, it taught me the importance of nonverbal communication which has held me in good stead with my work now," she says. "Utilising games and interactive activities with children is a really positive and powerful way of engaging with them."

After her gap year, Eloise attended the University of Auckland and completed her Bachelor of Social Work. "I have always loved kids and I love what I do. My days vary a lot, engaging with and getting to know the children is so important, so that they see me

66 It's a joy to hear the stories of the children and families at St Anne's and to work with them, I see the children here making such positive steps - it's a privilege. 99

as being accessible and approachable rather than someone sitting in an office. I spend time in their classrooms and at morning tea and lunchtime, I can usually be found in the playground playing games and getting to know the children."

Eloise says that the Social Worker in Schools role fits into three key areas. The first part of her role is sharing information and advice - for anyone who needs some brief support or a referral for more adequate support. The second part

> is her one-on-one work with individual children. She says that the family and teachers are included in this

to be on the same page, set goals and a plan.

Lastly, but certainly not least, she also runs programmes herself or through another provider. "Based on the needs of the children in the school, I'll bring different children together for targeted sessions", she explains.



Marie's story

Marie* and her husband had been married for 13 years when he left her.

With seven kids ranging in age from 23 to nine years old, she was devastated - and so were her children.

Marie says she found herself in a very bad place after her husband left -'emotionally battered', mentally unwell and struggling to get out of bed in the morning. And it wasn't just her that was struggling with the changes: her teenage children also found it very difficult; each reacted differently including one daughter who kept running away. This put even more pressure on her emotionally.

She and her children started undertaking family counselling, but Marie says that it was very difficult to get the teenagers to go. The distance to counselling was an issue and she 'just wasn't in the right head space'.

Fortunately, she heard about losis and started going to one of our parenting programmes, as well as to family counselling with Teina, one of our in-house counsellors. "The parenting programmes were very helpful. It was a huge step for me to go there - and I only went because I really wanted to change."

"It gave me a better insight into what I need to learn and techniques to improve my parenting skills. I also felt better because I was around other parents going through similar challenges - and talking about how they dealt with things."

Marie says she really needed the counselling both for herself, and for 66The combination of improving my parenting skills and also uplifting myself has made all the difference.99

leaving, and my children know I will always be here for them. I have never stopped him from seeing them, but when he decides he'd like to build relationships with the kids we will need to talk first, as trust has broken and will have to be rebuilt."

Marie says that the whole process has made her very grateful for the support her own parents gave her when growing up and the support they still give her.

"Teina said at the end of our last session how proud he was of the work I had done. He asked me if I would share my story and I was happy to say yes! I believe another parent's testimony in their circumstances can help so many others. I am also proud of myself. I've come a long way and it's only the beginning!"

*Names changed to protect identities.

her family. "Teina was great - very professional and supportive. I am a very visual person and we used the whiteboard a lot. Teina would write on it and then I would too - it was such a helpful way of learning," she says.

"The counselling has taught me to take ownership of who I am, to take responsibility for my actions and to not blame myself for everything that has happened, to love myself again and to find my worth."

"The combination of improving my parenting skills and uplifting myself has made all the difference. I've dealt with my grief over my husband

Ngā mihi nui - thank you

Our heartfelt thanks to our supporters, funders and donors during this most challenging of years. Your generous support helps us to overcome these challenges and achieve the mission at the heart of our organisation ... transforming family life, for good.

July 2019 to June 2020 Grants and major donations

Alpha Charitable Trust **Baptist Children's Trust Bollard Charitable Trust** Caleb No. 2 Trust Frimley Foundation M & C Hood Wilberforce Foundation Church and church groups **Eastview Baptist Church** Northcote Baptist Church Op Shop Estate of Vera Malcolm (bequest)

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

66 The counselling has taught me to take ownership of who I am, to take responsibility for my actions and to not blame myself for everything that has happened, to love myself again and to find my worth. 99 - Marie*



Name changed to protect identity

Finance report

As we all know, this year has been challenging for many because of the financial impact from COVID-19. Fortunately, for us, this has not been the case, with additional funding from Government for our services and with us being deemed an essential service in respect of Merivale and Foster Care, while able to transition to providing other services remotely.

We were also fortunate to receive an inheritance of \$60,000 from the estate of Vera Malcolm, as well as a final grant of \$110,000 from Alpha Trust, a long time supporter which has now been wound up. This all contributed to an increase of \$422,000 in total income and led to an operating surplus of \$65,000. In addition to this, we booked a gain of \$2.36 million on transferring our properties at Russell Road and Hutt Road from Anahera Charitable Trust to Iosis Limited at their valuation of \$4.275 million.

Although payroll costs increased by almost \$240,000 or 9.4%. with some new roles plus more success in filling vacant ones, they remained at around 70% of total costs. We were also able to significantly improve the level of Social Work salaries, and increase our base rate for support staff in line with the living wage, with the help of specific extra funding from Government

While other costs increased by \$145,000 or 13.3%, most of this related to the cost of feasilbility studies relating to the possible development of both our Russell Road and Hutt Road properties. Although no final commitment has yet been made, the Hutt Road property has now moved on to the consent stage, while further options are being explored for Russell Road.

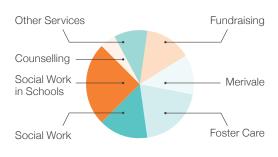
With the transfer of our property assets from Anahera Trust to losis at fair value, our financial position looks stronger with net assets of \$6 million and surplus funds invested to obtain market returns without taking on too much risk - although this remains challenging with interest rates continuing to fall and 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.

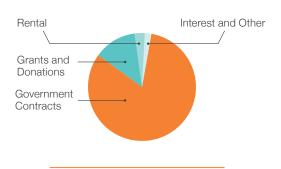
A full set of accounts, audited by RSM Hayes Audit, is available on request.

Wayne Boyd CA **Finance Manager**

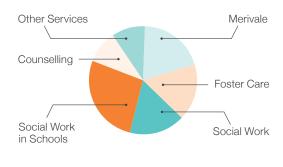
Income Centres



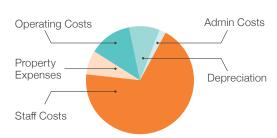
Sources of Income



Cost Centres



Use of Funds



STATEMENT OF CONSOLIDATED COMPREHENSIVE REVENUE AND EXPENSE

FOR THE YEAR ENDED 30 JUNE 2020

| | 2020 | 2019 |
|---|-----------|-----------|
| | \$ | \$ |
| Revenue | | |
| Services provided for Government Agencies | 3,388,703 | 3,079,234 |
| Operating Grants and Donations | 530,700 | 394,391 |
| Rental Income | 106,146 | 97,383 |
| Finance Income | 77,686 | 108,816 |
| Other Income | 853 | 2,612 |
| Total Income | 4,104,088 | 3,682,436 |
| Less Expenses | | |
| Salaries and Wages | 2,795,766 | 2,556,317 |
| Materials and Services | 1,129,938 | 991,027 |
| Depreciation and Amortisation | 71,577 | 70,857 |
| Audit Fees | 16,357 | 15,812 |
| Rent | 24,752 | 19,482 |
| Cost of Providing Services | 4,038,390 | 3,653,495 |
| Surplus from Operating Activities | 65,698 | 28,941 |
| Gain on Business Combination | 2,364,600 | - |
| Add Capital and Tagged Grant Income | 1,000 | 20,000 |
| Less Capital and Tagged Grant Income Utilised | 1,000 | 65,009 |
| Total Surplus/ (Deficit) for the Year | 2,430,298 | (16,068) |

STATEMENT OF CONSOLIDATED FINANCIAL POSITION

AS AT 30 JUNE 2020

| 13 AT 30 JUNE 2020 | 2020 | 2019 |
|--|-----------|-----------|
| | \$ | Ç |
| ASSETS | | |
| Non-Current Assets | | |
| Property, Plant, Equipment and Intangibles | 4,345,114 | 2,021,070 |
| Investments | 545,347 | 526,947 |
| Total Non-Current Assets | 4,890,461 | 2,548,01 |
| Current Assets | | |
| Cash and Cash Equivalents | 700,653 | 296,344 |
| Accounts Receivable | 73,053 | 242,814 |
| Prepayments | 16,884 | 20,033 |
| Short Term Investments | 828,589 | 941,757 |
| Total Current Assets | 1,619,179 | 1,500,948 |
| TOTAL ASSETS | 6,509,640 | 4,048,965 |
| LIABILITIES | | |
| Current Liabilities | | |
| Accounts Payable | 342,694 | 355,064 |
| Income Received in Advance | 128,936 | 85,591 |
| Deposits held in Trust | 1,350 | 1,948 |
| TOTAL LIABILITIES | 472,980 | 442,603 |
| TOTAL NET ASSETS | 6,036,660 | 3,606,362 |
| EQUITY | | |
| Share Capital | 913,959 | 913,959 |
| Accumulated Funds | 2,276,819 | 2,243,04 |
| Capital Fund | 2,637,857 | 241,22 |
| Other Funds | 208,025 | 208,14 |
| TOTAL EQUITY | 6,036,660 | 3,606,362 |



Ko te Whakawhiti o te oranga whanau mo te pai

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