



Helping families thrive

Humans being humans, it is not easy to admit you need help. But even if you are willing to seek outside assistance, it can be difficult knowing where to start and how to navigate officialdom to seek the right assistance.

Read how your support provides targeted help to children and families in vulnerable situations.

Children's Teams

Iosis has had 11 staff members allocated to work as Children's Team Lead Professionals since the Counties Manukau Children's Team* opened six months ago. Children's Teams are designed to reach children with multiple complex needs but whose issues are not at a level that requires Child, Youth and Family intervention.

How it works

A panel of senior staff from key agencies in the community meets regularly to discuss referrals made to the Children's Team. They then match

Lead Professionals to work with specific children and their families. The Lead Professionals, with the consent of the individual families, draw together a network of agencies that can help address those families' needs.

"Sometimes there will already be services involved with the family but a particular support may be missing," says Matthew, one of Iosis's Lead Professionals.

"For example, Fonua Ola can provide appropriate cultural support to Pacific families. Other times you might fill a gap by getting a mentor. You might be liaising with educational psychologists or school social workers. Basically you are trying to tie everything together, to make sure progress has been made regarding the issue the young person has."

...Continued pg2

"Like any new initiative, there are lots of learnings and challenges with Children's Team. But ultimately the process will make it easier to wrap around support for vulnerable children and their families."

- Iosis CEO, Tunumafono Tracey-Leigh Peters

L to R: Matthew and Vanessa, two of Iosis's Lead Professionals »



Helping families thrive ...Continued from pg1

Trust is key

Being a Lead Professional requires solid relationship-building and networking skills, especially as sensitive information from multiple sources is involved.

“Families are often not told of the Children’s Team referral, so you are going out there cold, when they’ve got no idea you’re coming. It’s a tough sell to encourage them to work with all these agencies if they don’t believe they need it. The consents we are gaining are from families who are really struggling and acknowledge they need help,” says Matthew.

Resourcing challenges

“The biggest challenge for Iosis is the gap in resourcing. There is no extra government funding provided for Lead Professionals. Therefore, our staff need to juggle their normal social work cases with their Children’s Team work,” says Iosis CEO, Tunumafono Tracey-Leigh Peters.

“Conducting and recording an initial assessment with a family can take a week by itself, and the commitment to a family will generally last 10 months. This exacts a huge demand on our social work team, especially if several referrals are received at the same time.

“However it is not an option for us not to be involved. The government has signaled this is the way forward, and Iosis is dedicated to helping as many children and families we can.”

When you donate to Iosis you stand in the gap, enabling more children and families to receive wrap-around support. ☺

**Counties Manukau Children’s Team (CMCT) currently takes referrals for children living in Manurewa, Papakura and Clendon, but the area served will expand eventually. Approximately 1400 children and their families will receive support through CMCT in the first two years.*

Prayer needs

- Thank you for your prayers for more foster carers. We’ve recently had a number of people enquire about becoming carers. Keep on praying, as we still need more!
- We are seeking several staff to fill vacancies. Please pray we find the right people to appoint to these important roles.
- Pray for the children who have been referred to Children’s Team, that their families will take advantage of the supports offered to them so their needs can be met.



CEO’s message

Normally we bring you a story about a family who Iosis has helped in some way. This time I want to flip the mirror, so you can see a bit more of our frontline staff’s challenging work.

Roughly half of all Iosis staff are social workers. Some are working in the community. Others are based at schools or at our Merivale Whanau Development Centre. The rest are involved with our Foster Care service.

Social workers need to be excellent listeners and communicators. They have to be able to empathise and empower, problem-solve, negotiate, advocate, interview and assess. They must act with cross-cultural sensitivity, professional ethics, a non-judgemental attitude and a strong sense of social justice.

I’m pleased to say that Iosis is blessed with qualified, capable and compassionate social workers.

Your support means we are able to go far beyond our contractual requirements in responding to families’ needs. Thank you!

Tunumafono Tracey-Leigh Peters
CEO



Supporter story

How a chance conversation led to a relationship that has blessed Iosis clients.

Two years ago, an Iosis staff member was living at Proximity Apartments, a serviced apartment hotel in central Manukau. One day she noticed the complex was refurbishing some rooms.

Intrigued, she approached one of Proximity's staff as they rode the lift together. "Excuse me, can I ask what you do with the furniture you are replacing?" She explained that, as a social worker for Iosis, she met many low-income families who could not afford to buy beds. Did Proximity have a home for the replaced items? If not, was there any chance Iosis could have some of them, to give to families in need?

Little did she know she was speaking to Proximity's General Manager. He stopped the lift to continue the conversation. "Absolutely we are open to helping families in the community," he replied. "I'll let my team know."

Now when Proximity has furniture to dispose of, they tell Iosis. Our social workers then have first option to collect the furniture—normally beds, but sometimes tables and chairs. They then deliver them to clients in need. The furniture is perfectly serviceable for families, but is no longer to the four-star hotel standard Proximity maintains.

"It is better to give it away rather than dispose of it," says Proximity Supervisor, Koila Nakavulevu. "Someone else will need that furniture, and if you throw it away, no one will use it!" 🌟

If you are involved in a business or service organisation and have an idea how you could support the work of Iosis or the families we work alongside, please call us on 09 269 0050 or email supporters@iosis.org.nz

News

Manurewa Community Expo

A drizzly day did not keep away the crowds on 6 October for the Manurewa Community Expo. Held annually at Southmall, the expo is a chance for people to get information from multiple community agencies like Iosis, all in one space. It is also a time to enjoy some family-friendly entertainment, and catch up with family and friends. 🌟

The Warehouse Manukau

The Warehouse Manukau selected Iosis to participate in its Customer Choice programme recently, where customers use cardboard tokens to 'vote' for their favoured charity. As a result, the store gave Iosis a donation of more than \$3000. We used this to purchase toys for children living at our Merivale Whanau Development Centre.

"We have focused on robust outdoor toys to develop our outside space as an increasingly child-friendly environment," says Merivale social worker, Rose-Marie. "We also purchased some more toys to encourage role play and imaginative play. Other toys were chosen to support children's cultural identity, such as Te Reo children's books and a children's dress-up korowai." 🌟



Stay current with what is happening at Iosis. 'Like' our Facebook page www.facebook.com/iosisLtd

Meet our staff

Angela, School Social Worker



Earlier this year, an Iosis colleague and I took a small group of students on a day trip to Thames, as a pilot project called 'New Horizons'.

It's not easy for a lot of kids in my school to overcome the situations they grow up in. In terms of inequality, they would be some of the most disadvantaged children in the country.

We chose Thames because it is a smaller town, with a lot of natural resources. You don't have to be rich to live there. The idea was for them to experience something different so they have the opportunity, as they grow up, to make informed choices. Because you can't choose something you don't know about.

The next stage was creating a vision board around their life goals. It's about helping them think beyond the here and now, and to know there is more out there in life for them if they want to look for it. ☺



I want to help transform family life for good.

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2. **Deposit into our bank account**
Account name: Iosis Limited Account number: 02-0192-0285062-00
and email us at supporters@iosis.org.nz so we know the details for your receipt.
3. **Send a cheque to Iosis**, PO Box 98840, Manukau City, Auckland 2241.
Include your name and address details for your receipt.
4. **Become an Iosis Partner** by making a regular contribution by automatic payment.
Contact your bank to arrange this. Our bank account details are above. Please use your surname as a reference and contact us on Ph 09 269 0050 or email supporters@iosis.org.nz to advise us when the AP has been set up.

All receipts will be sent as annual tax certificates at the end of the financial year unless otherwise requested.