



Ko te whakawhiti o te
oranga whānau mo te pai

Annual Report 2023



Tangata ako ana i te kāinga, te tūranga ki te marae, tau ana.

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

Iosis Limited

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Tēnā koutou katoa,

Over the past year, we have watched with pride as a beautiful new housing complex has risen on the site where a single house once stood at 2 Hutt Road, Manurewa. Providing housing for 21 whānau in our community, this new dwelling is an exciting project which we have been blessed to bring to fruition. While Iosis will be unable to carry on the mahi, we are thrilled to hand the project over to Emerge Aotearoa who will take care of the homes and their whānau with aroha and commitment.

I would like to personally thank the Baptist Children's Trust, The Baptist Union of New Zealand and especially James Palmer from Positive Capital for helping make this much-needed housing a reality for families in need.

I would also like to acknowledge how tough it has been for our Manurewa community whānau to come through a pandemic and straight into an economic downturn. This has also been challenging for our staff, yet they faithfully continue to give and make a difference. My grateful thanks to our wonderful team for all that you do to keep Iosis running and for creating an agency that people trust.

I am also grateful to Tracey and the senior leadership team for giving their all and holding the fort through these challenging times. The dedication and spirit that drives people who work in this sector never ceases to amaze me, and I believe the Iosis leadership team is one of the highest calibre. My heartfelt thanks also to my fellow board directors for the hours of mahi you have all put in behind the scenes to support the work.

With change comes new opportunities and new challenges, and we look forward to the next year of serving our community and assisting whānau to transform their lives, for good.



In closing, I am conscious of the Māori proverb, Te amorangi ki mua, te hapai o ki muri – the leader at the front and the workers behind the scenes.

This is a reference to marae protocol where the speakers stand at the front of the meeting house, while the workers at the back ensure everything is prepared and that guests are well looked after. It's important to note that both jobs are equally important, for without one, everything would fail. Even though my name is on this report, it is the faithful and tireless mahi of the Iosis team who stand behind me that makes the difference.

Ngā mihi nui,

A handwritten signature in black ink, appearing to read 'Andrea'.

Andrea Page – Iosis Chair



Kia ora and greetings to all,

I am pleased to be able to report on a more positive year in 2023. The past year marks a return to 'transforming lives as usual' following the lifting of all COVID-19 restrictions in August 2022. Since then, we have successfully returned to working onsite and face-to-face in all our service areas.

Earlier this year, Oranga Tamariki had proposed a reduction of funding for our much-needed SWIS and MASSIS services. Iosis collaborated with several other not-for-profit agencies in Auckland and across Aotearoa to successfully advocate against this happening.

Another significant step forward was the rebranding of Merivale to Iosis Whānau Centre to better reflect the multi-cultural community we serve, as well as the transformative effect the Centre has on young mothers, their tamariki, and generations of whānau to come.

Further positive news was the confirmation that social workers will receive pay equity, with the implementation of this still pending. This year, we also hosted important 'Signs of Safety' training for our staff and other community agencies, and developed a five-year fundraising and marketing plan to provide a clear path for the future.

New initiatives include implementing an addictions service specifically focused on alcohol and drugs thanks to a one-year Lotteries grant, enabling us to assess and provide one-to-one sessions for our clients.

Focus groups earlier this year provided an opportunity to ask participants in our various parenting group programmes to share their experiences. The feedback was encouraging overall, and has led to the development of a coffee club as part of our Triple P parenting programme.

As always, this financial year wasn't without its challenges. We continued to deal with the impacts of COVID-19 in certain areas of our work, with more illness than usual impacting our ability to meet the needs of the community. Another challenge has been the significant waiting lists for our counselling, financial mentoring services and Men's programme. While it is heartening that these services are in such demand, we struggle with resources to meet this demand. The recruitment of staff has also been challenging, particularly in the leadership and social worker areas.

In closing, I would like to acknowledge my leadership team and staff members for their commitment, perseverance, and willingness to go above and beyond. I particularly want to thank Heidi Austin-Crawford, our SWIS/MASSIS manager during the past four years, who transformed her team culture and lifted the standard of the service we provide to schools and their community, leaving us in good stead for the future.

Thank you to those who partner with us in our work, particularly Oranga Tamariki, Ministry of Social Development, Ministry of Justice, Ministry of Corrections and New Zealand Police.

Together, we are truly transforming lives.

Ka kite anō,

Tunumafono Tracey-Leigh Peters – Iosis CEO

Our board



Andrea Page

Chair
BSocSci, DipRelSt,
DipGuid@Couns, MSCL



Liz Wilson

BBus
(Accounting), CA



Vao Muller

BA, LLB



Justine (Jay) Martin

DipPhty, DipTeReo,
GradDipMNO,
PGDipPH



**Naku te rourou nau te
rourou ka ora ai te iwi.**

**With your basket
and my basket the
people will live.**

Our senior leadership team

Tunumafono

Tracey-Leigh Peters

CEO
BEd (Primary), DipTchg

Vaimatagi Iosefa

SWiS/MASSiS Manager
BSW

Wendy Barthow

Service Development
Manager
BSW, PGDipSup

Daphne M

Operations Manager

Wayne Boyd

Finance Manager
CA

Teina Mita

Kaihautu Māori



Transforming the lives of families, mums and foster children

The soaring cost of living this year has brought additional pressures for the whānau we work with. Despite this, the hard mahi of our Family Services teams continued as they worked to help whānau and tamariki change for the better.

Our Financial Mentor continued to support families struggling with money in our community, including assisting families to access KiwiSaver hardship grants to manage debt, and to access food parcels when in need. Unfortunately, the need for financial mentoring far outweighs our ability to service the need: on average this year, there has been a waiting period of two to four weeks to see new clients.

It is heartening to see the difference it makes to families when they become more financially stable and have a plan towards financial independence. For instance, our Financial Mentor works alongside the Salvation Army's Transitional Housing team in Manurewa and Papakura, helping families to create a budget so that they can access homes in the community.

Counselling is another important arm of our work. However, we have had a waiting list for our counselling services all year due to increased demand around anxiety and depression, family violence and relationship issues. Demand at schools has also increased, although fortunately, our team was able to organise on-site counselling within some schools.

This year saw a significant change for Merivale as it was rebranded to Iosis Whānau Centre, to better reflect our multi-cultural community and the Centre's transformative impact on the lives of young mothers and their tamariki. During this six-month programme, women learn parenting and life skills and how to change unsafe patterns of behaviour for the benefit of their tamariki.

Now that COVID-19 restrictions are behind us, we have been able to promote this important service to Oranga Tamariki and other agencies. What's more, we have further customised the programme to meet the particular needs of our clients, with core programmes now run onsite and some of the mums attending specialised programmes in the community.

Our graduation ceremonies are a wonderful time to celebrate the life-changing difference our programme makes in the lives of these women. Mums are joined by whānau and staff as they make a korowai and celebrate this very special day. For many young mums, this can be their first ever experience of the joy of graduating!

Lastly, we have been delighted to welcome new foster parents this year, enabling Iosis to better meet demand and to respond to the need for urgent care from time to time. As with so many of our services, the demand is still growing and we are seeking more foster carers, particularly those who are willing to care for teens, who often have very complex challenges.

Now that COVID-19 restrictions have ended, regular visits to children and foster parents have become possible again, providing support for both the children and their foster carers. This year, some of our experienced foster parents have provided respite care for each other, enabling the children to maintain consistent routines and give our foster carers a break.

"Iosis has changed my life."

Determined to become a better parent, Amanda has overcome a life of domestic violence, drug use and unhealthy relationships, and is planning a new life with her daughter – thanks to the support she has received at the Iosis Whānau Centre.

Amanda has five children, but is currently mother to one child, aged two. Born and raised in Dunedin, she moved to Auckland just over 10 years ago. Pregnant with her fifth child, and desperate to change her life, her lawyer helped her get into the Iosis Whānau Centre (formerly known as the Merviale Residential Centre), a residential parenting programme for mothers who may have a history of family violence and/or addiction.

"What brought me to the Whānau Centre was the determination to show Oranga Tamariki that I can be a good parent who keeps her children safe," she says. When her baby was born, she came straight from Middlemore to the Centre.

"It was pretty intense when I came in – it took me six months to get used to it," she says. Iosis have been amazing and given me an opportunity to stay here longer (it's usually a six month programme). At this point in time, I don't feel ready to go out into the community by myself with my baby. Thankfully Iosis has a very caring approach and they don't just kick you out once you've graduated. They want every mum to have the best chance at success and that means a lot to me."

Amanda says, she felt nervous and lonely at first, but she was determined to change. "I had a lot of issues. I was determined to work on my 'trauma onion' – to start peeling off those layers."


"It took me a while to realise that this was a safe place for me and my baby, where I could work through my trauma alongside positive role models and meet inspirational people who have helped me become who I am today," she says. "The experience has been overwhelmingly positive. Knowing that you can make mistakes and let out your emotions in a safe way has been life-changing."

"My old me would have turned to drugs or alcohol to deal with my emotions. When I was angry, I would do stupid things. When I was depressed, I would hold it in until I became a ticking time bomb. I was in a really dark hole that I thought I would never get out of, because I didn't know how to look for help, or have the skills to change."

During her time at the Iosis Whānau Centre, Amanda has had support from a number of professionals, including trauma counselling through ACC as well as help with alcohol and drug addictions and parenting programmes. "My perspective on life has changed. I now know that I'm worthwhile, and so is my baby," she says. "I've learnt to be fully present and focused on my child."

"The staff here have coached me in so many ways. If it wasn't for coming here, I would still be in a dark hole and dragging my child into it. I have total respect for Iosis, for offering mums an opportunity like this."

Amanda says she feels amazing now that she has completed the programme. "Woop, woop! I managed to stick to something! Instead of running away and saying, 'nah, it's too hard'. It was my daughter that motivated me, and my determination to change my life and break my family cycle."



“Here, you get so much
**ongoing support, coaching
and guidance** to help you
become who you want
to become.”

Amanda's is currently studying business administration with the aim of having her own business one day. But her main dream revolves around her daughter. “I look forward to watching her become a beautiful and successful young woman, who won't let anyone take her mana away from her. My plans are to continue to show and support her in whatever decisions she makes in life.”

She totally recommends the Iosis Whānau Centre to other mothers in a similar situation. “Do it. It's short-term pain for long-term gain. Coming here is a once in a lifetime opportunity. And the help that you'll receive is amazing. Here, you get so much ongoing support, coaching and guidance to help you become who you want to become.”

Amanda says the best part about Merivale is the staff. “They don't judge. They may not know your past, but they understand. They've changed my life – I owe them big time.”

A more positive year for operations

The past year has seen many positive changes for our Operations Team, including new staff, refreshed buildings, and a much-needed IT upgrade.

A highlight has been welcoming several new team members, including a maintenance and property officer, operations support administrator, and intake coordinator. These roles are vital to the smooth running of Iosis, and new team members have already added immense value.

Speaking of property, the Iosis Whānau Centre has undergone a much-needed refresh, which will ensure mothers and their tamariki have a warm, welcoming, and comfortable home during their time with us. With lockdowns thankfully behind us, it also has been fantastic to see the growing numbers of whānau returning to our Family Learning Centre in Russell Road.

Our team is currently working on an IT upgrade project to improve security and the effectiveness of our current functions. The health and safety team continue to work hard on organisational processes and procedures, including an upgrade of our fire drill process. We have begun implementing a health and wellbeing framework for Iosis, our families and communities, which continue into next year.



Further developing our Māori framework

During the 2022/23 financial year, Iosis continued to develop a Māori framework that identifies our main pou or concepts. These guide our staff in their work with whānau Māori.

A key part of this was conducting a series of focus groups to identify gaps in services for Māori and how Iosis can best bridge that gap. We continue to work towards overcoming barriers that prevent Māori and their whānau from engaging with Iosis.

A highlight of the year was the formation of Te Kahui Kaitohu, a group of Māori advisors from various organisations who are collaborating to assist families in the local area and beyond. The aim is to provide and strengthen cultural support for each other and to refer clients between our services, so that whānau in our community are receiving the services they most need to begin transforming their lives for the better.

This year saw the introduction of Māori concepts to Iosis staff, including sharing whakatauki (Māori proverbs) as a learning tool and to provide a roadmap to support whānau. The revitalisation of Te Reo Māori language continues to be fostered within our organisation with weekly emails from Teina, our Kaihautu Māori adviser, teaching us everyday phrases we can incorporate into our client and staff interactions. Celebration of both Matariki and Te Wiki o Te Reo within Iosis were further highlights of the year, as we seek to be a diverse and culturally attuned agency.



Working together to support those in crisis

It has been another rewarding year for MDCAT (Multi-Disciplinary Cross Agency Team), a group from various agencies that collaborates to provide wraparound support to whānau in crisis in South Auckland.

It has been wonderful to see the transformative impact of our service for those needing urgent help to get out of a harmful situation. A recent example was our Family Violence Social Worker working alongside a mother experiencing family harm, who was supported to leave an unsafe relationship and return home to her extended family.

A continuing challenge is the lack of after-hours service to support those in crisis to relocate, as well as the lack of emergency accommodation available. MDCAT is building awareness to ensure other NGOs are aware that we can help.

This year, Iosis worked alongside New Zealand Police in a pilot programme to offer a joint community response. This involved our Family Violence Social Worker accompanying Police following a family harm incident, and identifying what the family most needed, such as food vouchers or support to gain a protection order.

For families in crisis, it's yet another way we help to transform their lives, for good.

A positive year for our SWiS/MASSiSS team

For the SWiS/MASSiSS team, it was a successful year of growing our team, overcoming challenges, and, importantly, working in schools to transform the lives of tamariki and rangitahi.

A highlight of the year was the recruitment of our new manager and two new social workers, enabling us to fill two out of four vacancies in our team. While our former SWiS Manager, Heidi Austin-Crawford left in January, she was ably replaced by Vai Iosefa, one of our senior practitioners.

The year saw a focus on reconnecting our team to the wider organisation following feedback that team members felt disconnected while being based full time in schools. As well as initiating team-building weeks during term breaks, our senior practitioners have shared their leadership skills and knowledge by mentoring less experienced team members. This year also saw an emphasis on cultural knowledge and practice through a living 'Team Tiriti' approach that keeps us accountable to practice from a mana-enhancing lens.

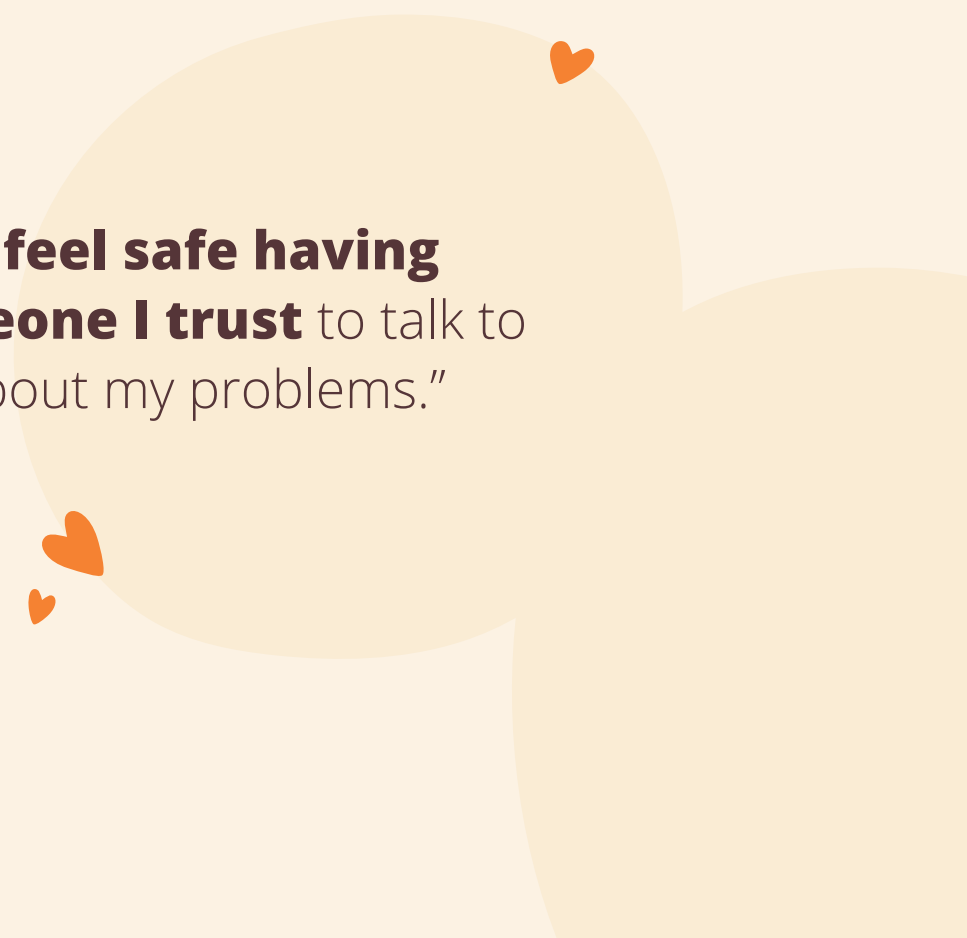
Ongoing vacancies have been a challenge, which meant we had to prioritise short-term support and critical cases in schools, rather than providing much-needed long-term interventions. Many of our planned programmes were disrupted by illness, floods, teacher strikes and the delayed release of programme funding for our contracts.

On a more positive note, we have successfully collaborated on training and professional development with Manurewa Oranga Tamariki, resulting in a more positive working relationship for the betterment of our tamariki, whānau and community.

This year, we had noticed a high level of anxiety among students transitioning into high school; and worked with social workers from other organisations to

assist these students. We are continuing to collaborate with others in order to best meet the needs of the schools we work with.

Finally, recent evaluations of students, parents and teachers were very positive, reinforcing that our mahi truly makes a difference to the lives of tamariki and rangitahi in schools



**"I feel safe having
someone I trust to talk to
about my problems."**

"Iosis has been my rock."

After a tough start in life and years of battling addictions and domestic violence, Elizabeth was determined to change, for herself, and for her children.

The youngest of six children raised by a solo mum, Elizabeth spent her first two years of life in foster care. She says her childhood was "all over the place", and she has also been "all over the place" during her adult life too.


With six children ranging from five years to 25 years, the family live in a Kāinga Ora home. Elizabeth has struggled with addiction and domestic violence which she says hasn't led her to be a very good parent at times.

However, things are changing. Over the past few years Iosis has been a constant in her life. She was initially referred to our organisation by another agency and has since referred herself when needed. "Iosis has been my rock," she says. "The people are amazing, and I have learnt so much from them. They are really caring, but they're also straight-up and can tell it to you like it is."

Elizabeth has graduated from several Iosis programmes. "The non-violent communication programme was great," she says. "It helped me to see situations differently and taught me different skills to manage my anger."

She says one of the most valuable things she learnt was recognising her own patterns of behaviour. "I've learnt that I'm in charge of my own life, and I don't need to stay in situations that aren't good for me or my children. It's been hard, but I have made changes thanks to the support of Iosis. I still have my moments, but I've learnt a new way of parenting and supporting my children."

She encourages others like her to enrol in an Iosis programme. "It will transform your life, in a huge way. But if you come, come because you want things to improve. If you have that attitude, things will get better."



"I've learnt that I'm in charge of my own life, and I don't need to stay in situations that aren't good for me or my children."

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 damage that negatively affects the next generation, to help them overcome personal and parenting challenges and 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 Whanaketanga (Becoming), Whakapapa (Belonging) and Whakapono (Believing), we walk alongside whānau on their journey towards transforming family life, for good.



I orea te tuatara ka puta ki waho.

A problem is solved by continuing to find solutions.

What we do

By reducing stress, creating systems of support, and helping families learn to be safe and nurturing for their children, we help to transform family life, for good.

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 Iosis Whānau Centre 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

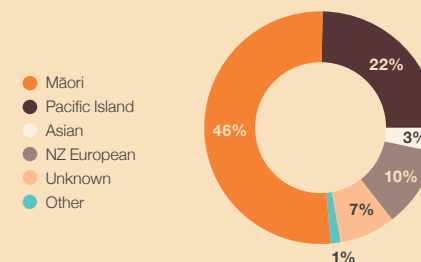
Iosis supports whānau in the wider South Auckland area, including:

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



Who we help

We support whānau of all cultures to lessen family violence and stress, improve their situation and strengthen their families.



How we help

Our unique, wraparound approach is designed to address the complex challenges of the families we help. In collaboration with other agencies, iwi and community groups, we combine personal coaching, practical support and experiential learning programmes, to enable whānau to make positive changes, for good.



Outcomes 2023 – Making a difference, every day

The numbers say it all – whānau are engaging with our services to make changes for the better.



Counselling

118

adults & children
attended a
counselling
session



Iosis Whānau Centre (formerly Merivale)

5

mums referred

0

mums entered

1

mum completed
the programme
with their child



Financial Mentoring

202

people attended
a session with a
financial mentor

263

sessions



Parenting Group Programmes

192

attended the
programmes

92

completed the
programmes



Children's Supporting Safety programme

2

children
completed
assessment

1

completed
programme



Social Work

92

families received
support from
a community
social worker



Foster care

6

children were
in short to long
term care and

4

children in
respite care



Intensive social work

14

families
received
support from
our social
worker

"Thank you to all those who partner with us in our work. **Together, we are truly transforming lives."**

Tunumafono Tracey-Leigh Peters, CEO



Non-violence programmes

31

men and

5

women completed the assessment

20

men and

3

women completed the programme



Adults Supporting Safety programme

14

completed assessment

8

completed the programme



MenD

60

men attended the programme

15

completed the programme



Parent Support

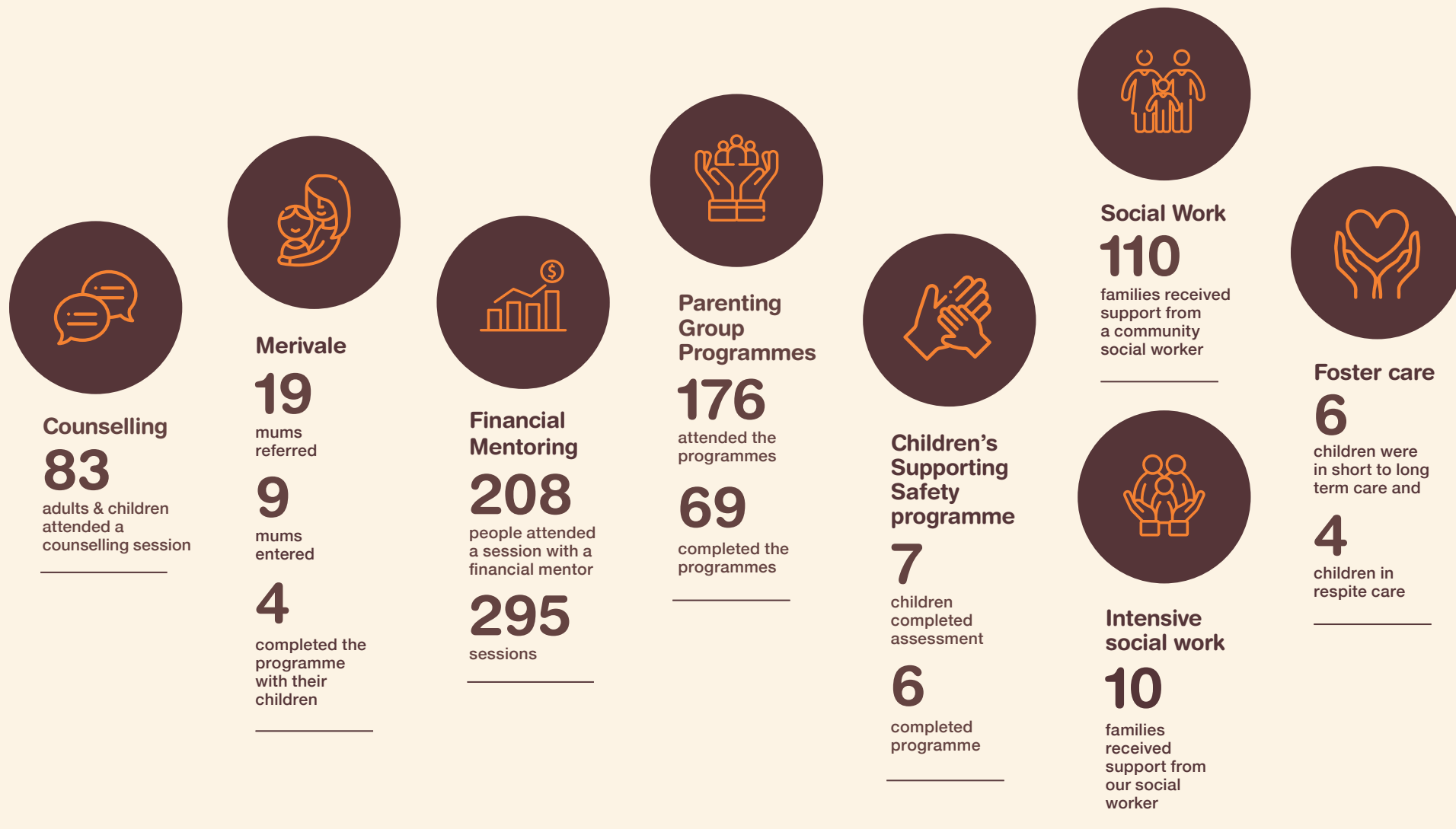
51

families received support



Outcomes 2022 – 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.



“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



Non-violence programmes

22

men and

4

women completed the assessment

23

men completed the programme and

2

women completed the programme



Adult Supporting Safety programme

13

completed assessment

18

completed the programme



MenD

45

men engaged in the programme

23

men attended the programme



Parent Support

35

families received support

A better person, a better parent

After being sexually abused as a child by her stepfather, Mana spent much of her childhood in foster care. Through our programmes, she has learnt to break the cycle of abuse, and become a calmer, better parent to her children.

Mana has three children and is working with Iosis to have her youngest child, aged six years, back living with her. She met her partner while working as a rigger in Pokeno, although it wasn't until they were in a relationship that she realised he was a gang member.

She has worked with her social worker at Iosis for a few years now and has also completed several of our programmes, including our Family Resilience programme. "The programme was awesome! Like so many of the participants, I had never experienced anything like that before. John (the programme facilitator) really knows how to get people to open up. Some of the things we shared I had never spoken to anyone about before."

Mana says it has made her realise the effect of her own upbringing and how it has shaped her. "I had felt really negative for most of my life but my work with Iosis has changed that," she says. "It made me see my strengths and the positive things about myself. That has been really empowering."

Making changes for the better

The process has not only helped Mana to feel better about herself, but to be a more patient and understanding parent. "I can see how these two things are related. I've personally calmed down a lot and learnt how to step away from situations that can lead to confrontation. Slowing down has been a big thing – by taking my time, I give myself the space to be less reactive." She also doesn't mind being on her own now. "Before I would feel I had to be around other people. Now I've learnt to enjoy my own company."

Mana has also had to make other significant changes to help get her life on track. "I've had to let some people go who weren't good for me to be around," she explains. "I've also changed where I live and what I do with my time."

For Mana, the focus right now is getting her son back and then settling into a new, safe home. "Rangi, my social worker, has been my rock during the past few years," she says. "Every time the chips are down, I call her, and she's there for me. After I've finished talking to her I am sweet – and I can get on with my day. I really don't know what I would do without her."

Mana has told several of her friends about Iosis and encouraged them to attend our programmes. "It is a really awesome organisation and I know that many of my friends would get so much out of it, so I really hope they'll go."

"My sessions with John opened up a Pandora's Box. I've learnt so much about myself and it's made me feel so much better about myself. There is a lot more to do and change but my life has changed for the better."

"I had felt really negative for most of my life but **my work with Iosis has changed that.**"

Building homes. Building hope.

A highlight of the year has been completing our building project of 21 (two bedroom) social housing units in Manurewa. Located on the old Iosis site in Hutt Road, these 21 units provide brand new homes for whānau in the local community – many of whom will have been waiting on the Social Housing Register for such an opportunity.

This initiative has been an extremely rewarding project for the board and team at Iosis. As a small agency in South Auckland, it means we've been able to contribute significantly to one of the greatest needs amongst our community – housing. And it means 21 families from South Auckland now have a new, safe and warm home.

We would like to acknowledge Emerge Aotearoa who will be managing the accommodation going forward. Emerge have all the credentials we were looking for in a Community Housing Provider (CHIP), the most important of which was a shared vision and values.



This relationship allows Iosis to serve the community by doing what it does best – providing social services – while Emerge are experts in social housing.

Our thanks to the Baptist Children's Trust, The Baptist Union of New Zealand, and the team at Positive Capital for helping us to see this life-changing project through to fruition.



Our 21 warm, modern, new homes for families in Manurewa.
Above: Wayne Boyd, Finance Manager, Iosis hands over the keys to Andrew Tills of Emerge Aotearoa.

Finance report

We have had a challenging year providing services under our various Government contracts with Oranga Tamariki, Ministry of Social Development, Ministry of Justice, Ministry of Corrections and New Zealand Police. Unfortunately this did result in a reduction in income of \$391,000 or 10.8%, with reduced numbers in our Merivale residential programme and Foster care services, and clawbacks of \$108,000 against other contracts because of being unable to maintain full staffing levels.

Grants and donations were also reduced by \$80,000 from last year's level, with a number of one off donations and a bequest last year not being repeated. We continue to be very thankful for our regular donors, particularly Baptist Children's Trust who consistently provide an annual grant of \$250,000. Although rental income increased following a review of rents charged for our Merivale residential programme, we had to liquidate our investment portfolio to help fund our social housing project at Hutt Road, thereby achieving a one-off gain on disposal of investments but causing a reduction in finance income.

Payroll costs decreased by 2.6% this year with increased pay rates being more than offset by savings because of the ongoing challenges of recruiting staff. While this is positive from a financial perspective, it does of course put pressure on other staff to fill the gaps and leads to clawbacks of contract income as mentioned above. The total payroll cost increased slightly to 72% of the total cost of providing services.

Other costs decreased by \$138,000 or 11.8%, much in line with the decrease in income highlighted above. A significant contributor to this was savings of \$52,000 in payments to Foster caregivers in line with the reduction in numbers highlighted above.

While the operating deficit of \$41,000 was disappointing, it was largely a result of the reduced numbers in our Merivale residential programme and Foster care services, and much work has been focussed on revamping these two services leading to improved numbers since year end. In any case, the deficit is not significant in view of surpluses carried forward from previous years.

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

[Download a copy of the Financial Accounts](#)

Nga mihi nui, thank you

Our heartfelt thanks to our generous supporters, funders and donors as we work to transform the lives of the whānau, tamariki and rangatahi in our care.

July 2022 to June 2023 grants, bequests and major donations

Aiga Energy Ltd	M&L Fleming
Baptist Children's Trust	NZ Lottery Grants Board
Eastview Baptist Church	Oranga Tamariki (Ministry for Children)
Four Winds Foundation	St Andrews Op Shop – Waiuku
Frimley Foundation	Tindall Foundation
Kahui tu Kaha	Trillian Trust
Kennerley Retail Investments Ltd	Wilberforce 21 Trust
Ministry of Social Development	



We're also **very grateful to our foster carers, regular donors** and all those who have supported Iosis during the past year. With your support, we can change lives.

Nga mihi.



Ko te whakawhiti o te
oranga whānau mo te pai

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