



iosis
transforming
family life for good

Turnaround

The Iosis Newsletter – December 2021

Tania busy at work



putting together a food box for a client during lockdown.

Domestic violence doubled during lockdown

Tania Da Encarnacao represents Iosis in the MDCAT team, a cross agency collaboration established to respond quickly to family harm situations in the Papakura area. The need for the service escalated during lockdown as domestic violence doubled.

“Lockdown has created so much more stress for vulnerable local families,” Tania reports. “Many children usually eat breakfast and lunch at school, so food bills increased, plus there was the added pressure of children being at home all day.”

Tania says that the main difference during lockdown was that the police were the only members of the MDCAT team to be dealing directly with clients in person - she was unable to attend house visits. “The police were short-staffed as many were seconded to checkpoints, but as usual they were amazing. They delivered

food parcels, nappies, baby formula and other essentials to local families,” explains Tania. In fact, she says this was one of the “silver linings” of lockdown. “Many of our clients have a distrust of the police, but during lockdown this perception changed – they saw how they helped people in the community.”

During lockdown Tania would liaise with the client either by phone or email and then brief the police before their visit. At Alert Level 3, Tania has been able to join the police on house visits, wearing full PPE gear.

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A message from our CEO

As another turbulent year draws to a close, I'm once again amazed at the dedication and passion of our team as they help to transform family life every day.



Tunumafono Tracey-Leigh Peters

The recent lockdown happened suddenly, but our team were prepared and were able to transition smoothly into working remotely.

Our clients are now also more used to it too, and as Tania's story on page 1 shows, we were still able to make a difference to family life during this very challenging time.

Not only did we see an increase in domestic violence but also in the use of alcohol and drugs. Yet another example of the immense pressures families were under. In response we have started an addictions service to address issues related to their substance abuse.

Despite the challenges of lockdown, Iosis continued to deliver positive outcomes for the families in South Auckland – as you'll see from the snapshot of outcomes from this year's annual report on page 3.

I am so thankful for our wonderful team and wish them a much needed break to spend with friends and whānau. To you, our supporters, my heartfelt thanks for your faith, prayers and commitment this year – you make our work possible.

We look forward to continuing to bring hope and healing to families throughout the Christmas season and beyond.

Tunumafono Tracey-Leigh Peters - CEO

Domestic violence doubled during lockdown

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"The safety protocols are extremely strict for the safety of everyone," she says.

"During level 4 lockdown I had a client who feared for her life," she says. "Her partner was being extremely violent and she fled to her car. I was able to liaise between her and the police to get a protection order processed. She drove to the parking lot opposite the police station and the police processed the protection order while

remaining socially distanced. This is only one of many similar examples.

"The close working relationship between the police, MSD and other social service agencies in the area is what makes MDCAT so effective.

"It's working extremely well," says Tania. "Every day, I see the difference it makes – we are keeping people safe and we're saving lives." 🌀

Prayer needs

As we celebrate the birth of Christ, we pray for the vulnerable families we support in Tāmaki Makaurau - and that, in His name, we can continue to support families to develop strength and resilience to cope during tough times.

Annual Report 2021: transforming family life through tough times

The wraparound 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.

You can download the full Annual Report here <https://bit.ly/losisAR2021>



Counselling

114 adults and children received counselling



MDCAT

447 clients were contacted following a family harm incident



Financial Mentoring

540 financial mentoring sessions were delivered



Social Work

100 families engaged with a community social worker



Parenting Group Programmes

231 attended the programmes **93** completed the programmes



Social Workers in Schools (SWiS)

950 students accessed our service programmes **80** programmes delivered in schools



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Back on track: our housing project for families in need

Our housing project to provide quality community housing for vulnerable families is tracking well despite lockdown and coming to a standstill while at level 4.

Fortunately, work recommenced as soon as Auckland moved to level 3. The existing house was demolished and the site cleared. Since then the infrastructure work has begun with electricity and drainage work before building can commence.

The supply of building materials has become a universal challenge with supply chain issues being experienced globally. Forward planning to minimise the risk of this has been undertaken. This is vitally important so that the timing of the project can remain on track, with completion due in December 2022.

We look forward to building this important project – one that will provide 21 much-needed two-bedroom units for families living in vulnerable situations. ☺

Books to transform little lives

Our thanks to Rano Community Trust for a grant to purchase a set of books that will go to each SWiS member (Social Worker in Schools) to use in their work with children and whānau they help. “These important books will help children see others like them who have succeeded, and help them to work through big topics and emotions,” says Heidi Crawford, SWiS/ MASSIS Manager. “We’re very grateful to Rano Community Trust for making this possible.” ☺



21 new apartments will house families in need

“This important project allows us to deepen our support for vulnerable families in South Auckland. It also provides a new revenue stream, to continue to grow, develop and deliver family social services for South Auckland families.”

Wayne Boyd, Finance Manager and Property Project committee member

Help transform Christmas for families in need

Due to COVID restrictions, we won't be able to receive and distribute Christmas presents for the children as usual this year. Instead, we're asking for financial donations so we can purchase presents and gift cards for families in need. Donations can be made with the attached form or online at www.iosis.org.nz/support-us/donate

Your generosity will truly transform Christmas for families in need. Ngā mihi and mere Kirihimete – thank you and merry Christmas! ☺



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