

iosis

transforming
family life for good

GRATITUDE REPORT 2016



TABLE OF CONTENTS

WELCOME & CEO REPORT	1
CHAIRMAN'S REPORT	2
MANY THANKS TO YOU.....	4
CLIENT STORIES.....	5
WHO CAME?	8
WHY DID THEY COME, AND WHAT WERE THE OUTCOMES?	9
KEY FINANCIAL INFORMATION	10
TEAM PHOTOS.....	14

WELCOME & CEO REPORT



My first year as CEO has been within the context of huge changes in the social service sector.

The most significant for us was the rolling out of the Children's Team in our area. The Counties Manukau Children's Team is expected to provide support to 1400 children and their families in its first two years. Iosis is providing part of that support, along with other local agencies.

Iosis has 11 staff members trained as Children's Team Lead Professionals. Training and coming to grips with this new system of referrals has been a big learning curve for all of us.

During this time we also implemented a Child Protection Policy and appointed a Child Protection Coordinator. This role is responsible for championing child protection best practice within our organisation, and for providing advice for staff seeking assistance with child protection matters.

The arrival of the Children's Team unfortunately meant the discontinuation of the Strengthening Families service in Manurewa, and therefore the loss of two of our staff.

I am blessed to lead a committed and professional group of people. I want to acknowledge the support of our managers, who have contributed much to our work in the past year: Sandra Druskovich and Bronwyn Impson (who have both moved on to new opportunities), and Megan Phillips, Daphne Maposua, Wayne Boyd, and Michele Efaraimo.

A highlight for all of our staff was celebrating Iosis's 10th anniversary in March 2016. It was a special time to metaphorically pause and look back at our origins, before turning resolutely once again to the future and the challenges lying before us.

Thank you so much for being with us on this journey. I have felt your prayers and appreciated your continued goodwill throughout the past 12 months.

Blessings to you

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

Tunumafono Tracey-Leigh Peters
CEO

CHAIRMAN'S REPORT



Hello friends and supporters

Thank you for your continued financial assistance and interest in Iosis's work in the past year. We appreciate your involvement and prayers.

Our core services have continued to perform well. Families have received counselling or social work support. Couples have been strengthened through group work. Men have learnt to overcome violence and be better dads and husbands. Young dads have learnt what it means to be a partner and a father for the first time at a young age. More than 30 children were looked after by Iosis foster caregivers each night. In all, more than 1500 individuals and families engaged with Iosis in our last financial year.

OUR CHALLENGES

Increasing need

We have noticed a wider range of presenting issues in the past year than previously. The cost of housing, or lack of it, is causing people to relocate further south to cheaper suburbs, away from established networks. Lack of life skills and money are compounded by violence and addiction.

While this can sound disheartening, these are the challenges Iosis was set up to help families address. With a strong Christ-focus and the best professional skill, Iosis's vision remains that of 'future generations of New Zealanders raising strong healthy families'.

Financial challenges

Our Merivale Whanau Development Centre has been operating as a therapeutic community since 2013. This has led to better outcomes for families, a fact that was reflected in a high occupancy rate.

However, the necessary move to alternative premises in July 2015 reduced our ability to take on new clients. Accordingly, resident numbers dropped. This led to Iosis making a financial loss for the year.

I want to take this time to honour Childhaven Trust, the owner of the former Merivale site, which has now been sold. Childhaven has been a wonderful supporter of Iosis over many years. We would like to thank its Trustees for their support and understanding, especially over the past year as we re-located.

Institutional change

Child, Youth and Family is to be replaced by the Ministry of Vulnerable Children (Oranga Tamariki). Major institutional change has its challenges. We have noticed, as have our peers, a slowdown in referrals from CYF. There is uncertainty about contracts, the level of funding, the outcomes required, and what will be contracted and what will not next year. While Iosis is well placed due to our reputation for well-delivered services, changes in direction and emphasis will give us uncertainty for several years as the changes are bedded in.

OUR PEOPLE

CEO

Through all the challenges of this past year, Iosis's CEO, Tunumafono Tracey-Leigh Peters, has kept our staff together in a vibrant culture based on Christian values. We are fortunate in having Tracey as leader. While a new CEO, she exhibits the qualities we need, and already she shows the ability to steer our organisation with boldness, passion and insight.

Staff

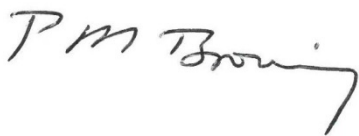
Tracey is ably supported by our staff, who are competent and hard-working. Our outcome statistics point to the positive impact they have on hundreds of families, the changed lives, and the future hope there is for children. Our newsletters share the personal stories of change that are so rewarding for staff in this difficult area of work.

I want to make special mention of Sandra Druskovich who was the Service Manager for Merivale and instrumental in establishing the therapeutic model there. Sandra has now left us to move to another region, but I want to acknowledge the contribution that her vision, energy and leadership made to Iosis over the last few years.

Board

We would like to thank the Board for its hard work through the year. Board members are Jan Jones, Vao Gale, Bonnie Robinson, Mike Carter, David Moorman and Peter Browning (Chair). Jan Jones and David Moorman will be standing down at the AGM in November. They have served for 10 years and made an immense contribution to the life of Iosis. Both have very busy lives elsewhere and we wish them God's blessing.

May the Lord bless you



Peter Browning
Chair

MANY THANKS TO YOU

In the 12 month period July 2015 to June 2016

Grants and major donations

Alpha Charitable Trust
Baptist Children's Trust
Benjamin and Jane Murray Trust
Bollard Charitable Trust
Caleb No 2 Trust
Charles Rupert Stead Trust
Childhaven NZ Trust
Foundation North
Four Winds Foundation
Francis Hearn Mills Estate
M & C Hood
NZ Christian Foundation
NZ Lottery Grants Board
Springhill Trust & Frimley Foundation
The Lion Foundation
The Warehouse Manukau City
Trillian Trust
Wilberforce 21

Church & church group financial donations

Doubtless Bay Christian Centre
Eastview Baptist Church
Northcote Baptist Church Op Shop
Ponsonby Baptist Church

And special thanks to our Iosis Partners, and to all others who have supported our work with families in any way this past year, including gifts in kind.

CLIENT STORIES

FAMILY LEARNING CENTRE & MEND – STUART

Things weren't going well in Stuart's personal life. It had started to spill over into his professional life too. He knew he needed to make some drastic changes—for the sake of himself, his sons, and his colleagues.

He searched online for some local courses to help him with relationships and personal growth. That's when he found out about Iosis.

"It is brave, and it is the right thing to do, to say, 'I'd like a bit of help on that.' Once you do that, things get a lot easier. It's like a release. We can't get through life ourselves. The sooner we realise that, the better," says Stuart.

The first group programme he completed with Iosis was Toolbox 'Building Awesome Whanau'. The key thing he learned in this six-week course was to realise children are children, and that you need to savour every moment you have with them while they are young.

In Iosis's 'Getting a Grip on Communication' programme, Stuart learned how to observe his feelings, reflect on his needs, and articulate clearly what he requires from others. He also met weekly one-on-one with an Iosis MenD (Men's Development) facilitator.

"The great thing about the MenD course is that there is no blame, there's no judging. It goes at your own pace. It's not these quick-fix things. It's something you've got to work on and be aware of. If you can look yourself in the mirror each morning, then you are doing alright," says Stuart.

Describing the changes in his life since completing these programmes at Iosis, he says:

"Life is a lot more simple. It is enjoying the little things, like enjoying time with my two boys or success with my students. Waking up each morning, excited about the day.

"It's an existence of optimism over pessimism more than anything else. Being energetic and positive. And dealing with the ups and downs, but knowing that there are undulations and you are not stuck in one place forever."



MERIVALE WHANAU DEVELOPMENT CENTRE - LETECHIA

Pregnant with her third child, and having just completed a residential programme for drug addiction Letechia was referred to Iosif's Merivale Whanau Development Centre.

Her baby daughter was born about 10 days later.

Child, Youth and Family (CYF) had previously removed Letechia's two older children from her care following a drug overdose.



After a stint in rehab and five months staying 'clean', Letechia had almost got her children back, but then she had relapsed. Therefore she was not surprised that CYF made a condition of Letechia keeping her new baby that she complete the Merivale parenting programme.

"I was really scared to lose her, so when I found out that was going to happen, I had no problem coming into Merivale," says Letechia. "I found it really easy to be OK with it because I had my daughter. And as time went on it just got easier."

Like many women at Merivale, Letechia found what she learned there about parent-child attachment to be an eye-opener.

"I think that is amazing. When my daughter was a real new-born baby, I didn't understand how I could play with her. I talked to her a little bit but not to the extent that you are taught at Merivale."

She says she has even used what she learned to help repair aspects of her relationship with her other children, who CYF will return to her care in a few months.

"Over the last year I have really worked on myself so much, and I have learned a lot. I have a new daughter and I feel connected."

"If it wasn't for Merivale, I wouldn't have my daughter with me, and that's the most scary thought in the world. I'm just so grateful that I was given the chance to prove myself."

PARENT SUPPORT - ETA

With five lively boys aged under six, Eta was a busy mum. Feeling overwhelmed, she sought help from Iosis's Parent Support service.

Parent Support is an individualised parent coaching service.

The Parent Support workers gain a unique understanding of their clients' world during their weekly home visits.



Extra help often can be found within other Iosis services and programmes when issues beyond parenting or household management need addressing. This enables us to provide wraparound support to the family.

In Eta's case, one thing her family needed help with was menu planning. Buying groceries knowing the type of meals you plan to create is a more economical and effective way to shop. It also makes it easier to ensure you have sufficient food for the week.

Once the concept and benefits of creating a menu plan were explained to her, Eta quickly adopted the practice. Now she carefully works out each week's meals and prepares a shopping list accordingly.

With five young boys vying for her attention, Eta was unable to have quiet time to think and to finish housework uninterrupted. Eta's Parent Support worker recognised this was creating stress. She helped Eta to enrol the second youngest boy in kindergarten.

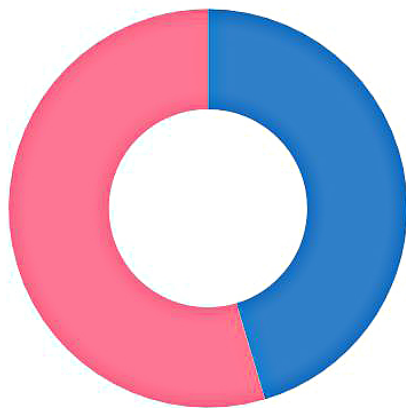
With one child at school and three others now in early childhood education, Eta has a few hours each week to get things done and unwind a bit. This makes concentration easier too. Eta used some of that spare time learning parenting tips from her Parent Support worker. These included simple actions that are effective if consistently used, for example developing chore charts for the children and using 'time out' as a safe form of discipline.

Talking to a stranger about your family's challenges can be awkward at first. But Eta found being open to learn new methods of parenting and household management made a big difference to her family life.

WHO CAME?

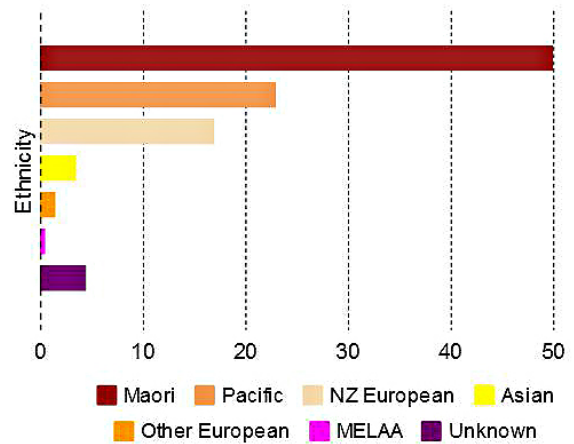
More than 1500 individuals and families engaged with losis services and programmes in FY2016. These graphs give a snapshot of the age and ethnicity of our clients:

Gender

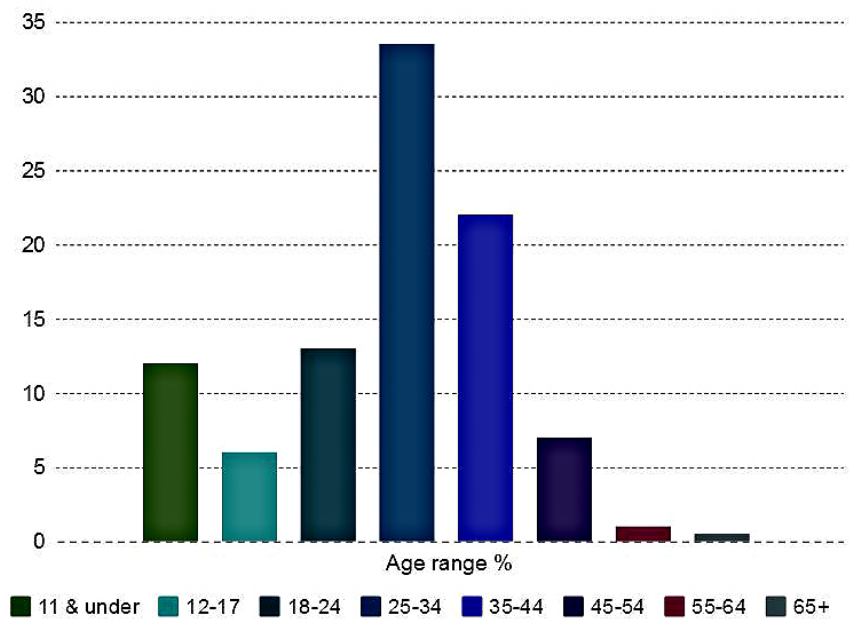


Female 54.6% Male 45.4%

Ethnicity %



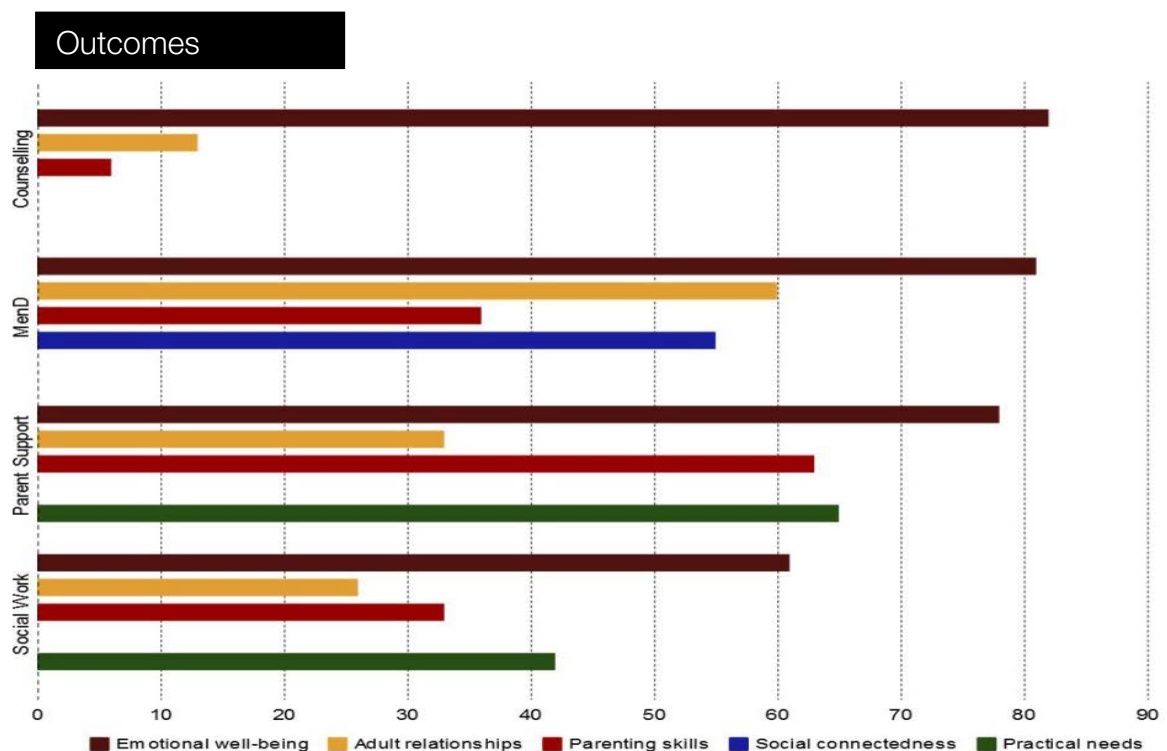
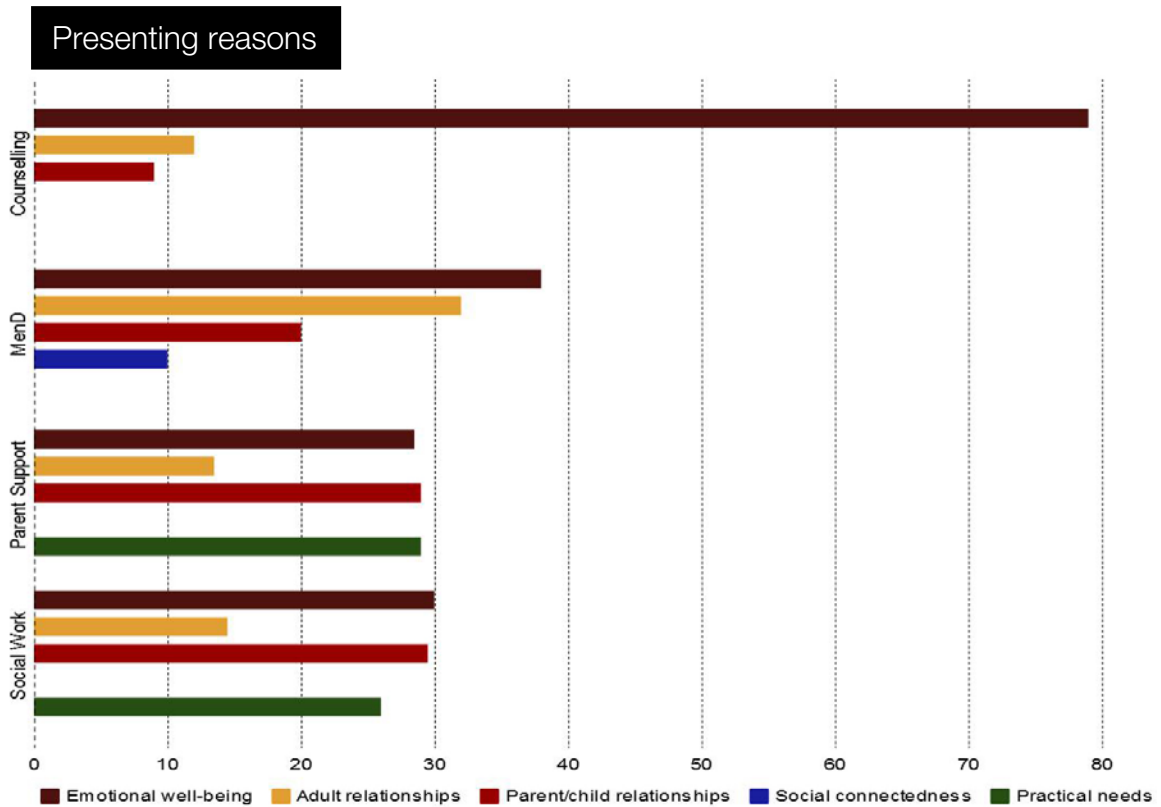
Age %



WHY DID THEY COME & WHAT WERE THE OUTCOMES?

The first graph below shows, based on client numbers, the 'presenting reason' of clients of four of our services and programmes. This indicates the *types* of issues for which people seek our help, and how those can vary between services/programmes.

The second graph shows the percentage of people whose goals were achieved through their engagement with the same services/programmes.



KEY FINANCIAL INFORMATION

FINANCE REPORT

With reduced client numbers for both the Merivale Whanau Development Centre (due to relocation) and Foster Care service (loss of some caregivers), Iosis Ltd revenue was down for the year by \$235,000.

However, cost reductions totalling \$200,000 (mainly rental and foster care cost savings relating to the reductions in income), and a reduction in net property maintenance and tagged grant expenditure of \$32,000, resulted in a similar deficit to last year of \$41,000 for the year (compared with \$38,000 for 2015).

With the Merivale service now fully re-established at its new location and so able to take on new clients, and Foster Care numbers improving again with the successful recruitment of new carers, we are hopeful of returning to surplus again in the 2017 financial year after two years of deficits.

Despite the deficits of the last two years, the Balance Sheet remains solid, with a mix of investments looking to provide for future growth.

A full set of accounts, audited by RSM Hayes Audit, is available on request. Contact the Iosis Finance Manager Wayne Boyd on Ph 09 269 1400 or email wayne.boyd@iosis.org.nz.

INCOME STATEMENT & BALANCE SHEET

IOSIS LIMITED

Statement of Consolidated Comprehensive Revenue and Expense for the Year Ended 30 June 2016

	2016	2015
	\$	\$
Total Revenue	3,972,775	4,207,428
Less Expenses		
Less Cost of Providing Services	(4,004,064)	(4,204,050)
Deficit from Operating Activities	(31,289)	3,378
Add Net Capital Grant Income / (Expenditure)	(10,018)	(41,596)
Net Deficit for the Year	<u>(41,307)</u>	<u>(38,218)</u>

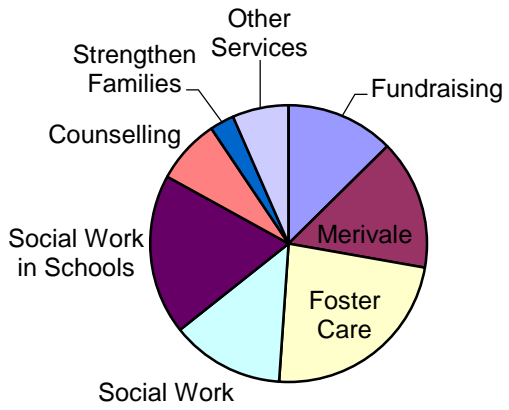
Statement of Consolidated Financial Position for the Year Ended 30 June 2016

Assets	\$	\$
Property Plant and Equipment	2,147,292	2,361,535
Other Non-Current Assets	439,759	429,451
Current Assets	1,113,925	1,067,454
Total Assets	<u>3,700,976</u>	<u>3,858,440</u>
Liabilities		
Current Liabilities	437,417	552,374
Total Liabilities	<u>437,417</u>	<u>552,374</u>
Total Net Assets.	<u>3,263,559</u>	<u>3,306,066</u>
Equity		
Share Capital	913,959	913,959
Accumulated Funds	2,038,800	2,142,667
Other Funds	310,800	249,440
Total Equity	<u>3,263,559</u>	<u>3,306,066</u>

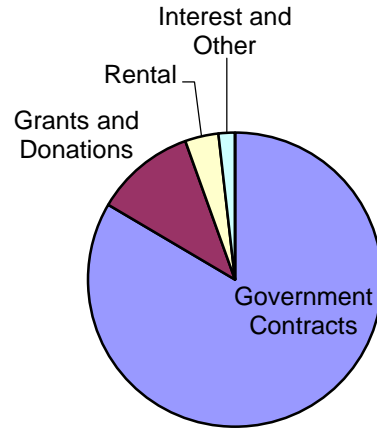
**Statement of Consolidated Cash Flows
for the Year Ended 30 June 2016**

Cash Flow from Operating Activities	\$	\$
Cash was provided from:-		
Contracts for Service Provision	3,254,877	3,455,964
Operating Grants and Donations	566,239	508,290
Other Income	228,740	278,991
	<u>4,049,856</u>	<u>4,243,245</u>
Cash was disbursed to:-		
Payments to Employees	2,760,833	2,681,533
Payments to Suppliers	1,206,054	1,292,123
	<u>3,966,887</u>	<u>3,973,656</u>
Net Cash Inflow from Operating Activities	<u>82,969</u>	<u>269,589</u>
Cash Flow from Investing Activities		
Cash was provided from:-		
Capital Grants Received	17,838	51,167
Proceeds from Sale of Fixed Assets	137,274	3,122
	<u>155,112</u>	<u>54,289</u>
Cash was applied to:-		
Increase in Investments	58,012	91,577
Purchase of Fixed Assets	63,732	57,960
Tagged Grant and Other Expenditure	32,006	93,962
	<u>153,750</u>	<u>243,499</u>
Net Cash Outflow from Investing Activities	<u>1,362</u>	<u>(189,210)</u>
Net Increase in Cash Held	<u>84,331</u>	<u>80,379</u>
Cash and Cash Equivalents at Beginning of Year	756,470	676,091
Cash and Cash Equivalents at End of Year	<u>840,801</u>	<u>756,470</u>

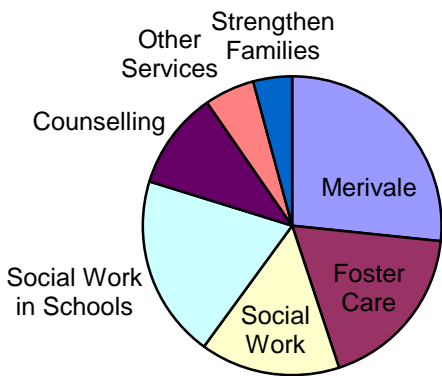
Income Centres



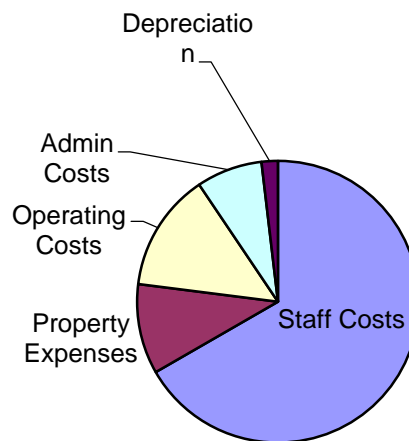
Sources of Income



Cost Centres



Use of Funds



TEAM PHOTOS



MANAGEMENT



ADMIN



MERIVALE WHANAU DEVELOPMENT CENTRE



COMMUNITY SOCIAL WORK



PARENT SUPPORT



COUNSELLING



MEN'S DEVELOPMENT & YOUNG FATHERS



SWIS/MASSIS (SOCIAL WORKERS IN SCHOOLS)

Iosis Ltd
112c Russell Road, Manurewa, Auckland
PO Box 98840, Manukau City, Auckland 2241

T: 09 269 0050 E: enquiries@iosis.org.nz
W: www.iosis.org.nz FB: www.facebook.com/iosisLtd