



## GRATITUDE REPORT 2017

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# CONTENTS

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WELCOME & CEO REPORT.....	1
CHAIRMAN'S REPORT .....	2
MANY THANKS TO YOU.....	4
CLIENT STORIES.....	5
WHO CAME? .....	7
WHY DID THEY COME? .....	8
KEY FINANCIAL INFORMATION.....	<b>ERROR! BOOKMARK NOT DEFINED.</b>
TEAM PHOTOS .....	13

## WELCOME & CEO REPORT

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Talofa lava

If I could use only one word to describe this year at losis, I would use 'connected'. That is because it has been a year when losis has established new relationships and strengthened existing ones.

A prime example is the partnership we entered into with two other like-minded, faith-based social service organisations, to meet a pressing need in our respective communities. Presbyterian Support Northern, the Anglican Trust for Women and Children, and losis, have a joint contract to provide financial mentoring for families, especially those we encounter through our school-based social work.

Talking of schools, we started working with two new schools this year! This brings to 14 the number of primary, intermediate and high schools where losis has social workers based.

We have deepened connections with external facilitators at our Merivale Whanau Development Centre. This has led to improved communication about progress the mums at Merivale are making in different areas.

I must also mention the many individuals, churches and groups who have approached us in the past year with generous offers of gifts-in-kind, volunteer service, or acts of kindness. These are not only a practical help, they are also a real encouragement, and we value these connections dearly.

Even within our own teams there has been a great sense of camaraderie and mutual support. At a recent staff meeting, several people mentioned the losis Prayer Day (staff retreat), being an example of losis living out its value of connectedness.

Most importantly I want to acknowledge you, because without the continued support of our partners, the work of helping families to transform their lives would not be possible.

Fa'afetai tele lava

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

Tunumafono Tracey-Leigh Peters  
CEO

## CHAIRMAN'S REPORT

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Hello friends and supporters

How fortunate we are to have faithful people like you, who have continued to support Iosis and our work with families throughout the year. We appreciate your involvement and interest in what we do. I'd like to share with you some of the blessings and challenges of the past year.

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## BLESSINGS

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### Management

Undoubtedly it has been a delight to see Tunumafono Tracey-Leigh Peters continue to develop in her role as Iosis's CEO. Tracey is a skilled leader, with the ability to relate well to clients, staff and external parties. The Iosis Board is genuinely thankful for her sound judgement, integrity and 'relentlessly positive' attitude. It certainly makes governance easier when you have someone of this calibre in the driving seat.

Tracey has been ably supported by a management team of Wayne Boyd, Michele Efaraimo and Daphne Maposua, plus team leaders Sonny Ah-Hing, Marama Hetaraka, and Teina Mita. We are blessed to have such hard-working and big-hearted leaders.

### Partnerships

As Tracey has alluded to in her report, one of the highlights this year was the new partnerships we have established, especially our collaborative project with two other agencies, and our new relationships with two Papakura schools. It has also been heartening to see several connections develop with other community groups and individuals who want to assist or network with us.

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## CHALLENGES

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### Recruitment and retention

There has been a number of staff changes over the past year. Unfortunately this comes with the sector. Social work and counselling are demanding callings, and sometimes people need to step out of the field for a while, or at least change their work environment, just to re-charge their energy levels.

In our recruitment process we look for qualifications and experience, as most organisations do, but we also seek a fit with our culture and values. We believe it is

prudent to wait for the right person to arrive, rather than to take the first adequately qualified person that presents themselves. Consequently in the past year there were some vacancies that lasted longer than we would have liked.

Unfortunately personnel shortages do affect the ability to support existing staff with appropriate internal training opportunities. For a period we had to put some of our planned training sessions on hold. I am glad to say that these are being re-instated now as staff levels have stabilised over the last few months.

At a governance level, we have also had vacancies. In November 2016 long-serving Board members Jan Jones and David Moorman stepped down. As with staff recruitment, we have taken time to scout for replacements because we want the right mix of skills and experience to complement our team, and people who have a real heart for what losis does. Andrea Page, HR Manager for a natural remedy company and a former counsellor and family programme facilitator, is our newest Board member. As of writing, we are still considering candidates for the remaining Board vacancy.

## **Funding**

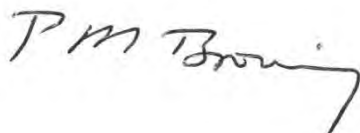
It would be a rare charity these days that did not add 'funding' to its list of challenges. One of the interesting conundrums losis now faces is that some of the larger philanthropic foundations and trusts see the high level of government funding we receive and decide we are adequately resourced and therefore do not require their assistance.

The reality is that government contracts do not cover the full costs of our work with families, so we constantly need to seek other funding opportunities. Hence we are extremely grateful to our faithful donors, many of whom have supported this work since losis's inception and back even further to losis's immediate predecessors.

## **Increasing need**

As mentioned in last year's report, families are coming to us with an ever wider range of presenting issues. Housing is a high profile and obvious one, since the ramifications of being homeless or living in crowded conditions has all sorts of health, financial, educational and social ramifications for children and families.

It could be easy to be despondent, but we must deal with each family individually and not get lost in the sheer scale of the need.



Peter Browning  
Chair

## **MANY THANKS TO YOU**

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**In the 12 month period July 2016 to June 2017**

### ***Grants and major donations***

Alpha Charitable Trust  
ANZ Staff Foundation  
Baptist Children's Trust  
Benjamin and Jane Murray Trust  
Caleb No 2 Trust  
Charles Rupert Stead Trust  
Foundation North  
Frimley Foundation  
M & C Hood  
T M Hosking Charitable Trust  
NZ Lottery Grants Board  
Sir John Logan Campbell Residuary Estate  
The Trusts Community Foundation  
The Warehouse Manukau City  
Wilberforce Foundation

### ***Bequests***

The Estate of Doris Akast

### ***Church & church group financial donations***

Doubtless Bay Christian Centre  
Eastview Baptist Church  
Northcote Baptist Church Op Shop  
Otahuhu Community 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

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### MERIVALE WHANAU DEVELOPMENT CENTRE - LENA

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**Apart from one daughter, Lena had not raised any of her other four children. Expecting a new baby, and hoping to regain custody of her two-year-old, she entered Iosis's Merivale Whanau Development Centre.**

Merivale is a residential parenting programme for women who have a background of abuse, addiction, or domestic violence, and who are struggling with the challenges of parenting.

The mothers receive counselling and attend a number of life skill, self-development and parenting classes. Most mothers graduate after six months and are then able to exit the programme with their children in their care.

Lena is the first to admit she needed help with parenting. She and her partner had been trying to do everything Oranga Tamariki required so their two-year-old son could live with them. Merivale was the final step in securing their long-held dream.

Lena learnt a lot at Merivale, including how to bond with her children, and how to let them learn through child-led play. The Women's Supporting Safety programme and Alcohol and Drug programme were also invaluable, even though Lena had been abstinent for three years.

"I knew what my triggers would be, but it is learning ways to deal with them," she says.

Lena graduated from Merivale in July 2017. For her the gain of completing the parenting programme was clear-cut: "Our nest will be full! My hope is just to be good for my babies, to be a good mum for them."



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## PARENT SUPPORT

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James and Edith have three children, one of whom was exhibiting behaviour that a nurse said could indicate he had autism. However, it would be up to six months before specialists could assess Jerome.

Overwhelmed, they searched the internet for information, but what they found was confusing, even alarming. They didn't know where to turn for advice. A school social worker recommended they speak to Rachael, an Iosis Parent Support worker with experience in special needs.

Parent Support is a home-based parent coaching service. The workers meet individually with parents, to discuss parenting strategies, household management, simple budgeting and more. The kind of support offered is tailored to the individual family's needs.

Rachael met with James and Edith in their home, explained what autism is, and suggested some strategies to help Jerome until he was formally assessed. This included using picture cards as a form of communication, since at that stage Jerome was not speaking.

"It really helped us when we contacted the language therapist. And when we finally saw the psychologist and the specialist, we were prepared and equipped. We didn't walk in there in the dark. We walked in very positive," says Edith.

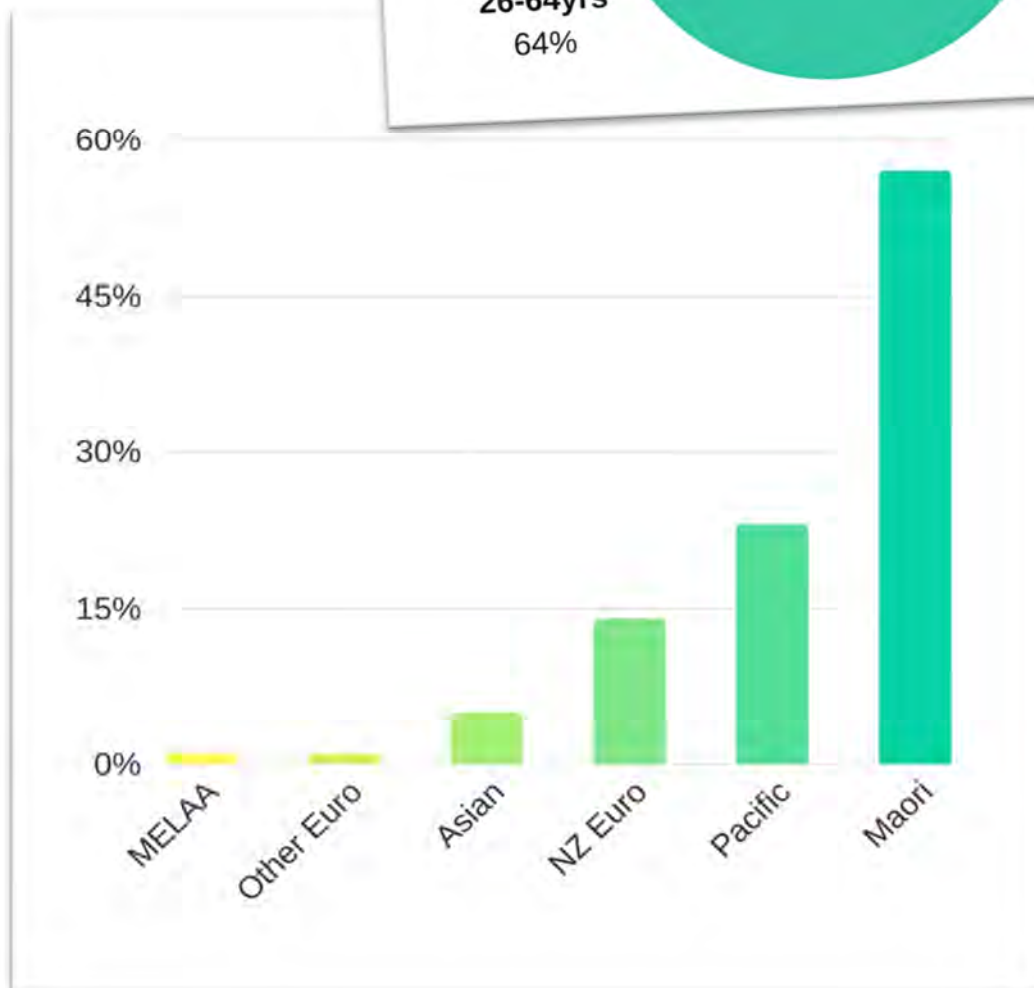
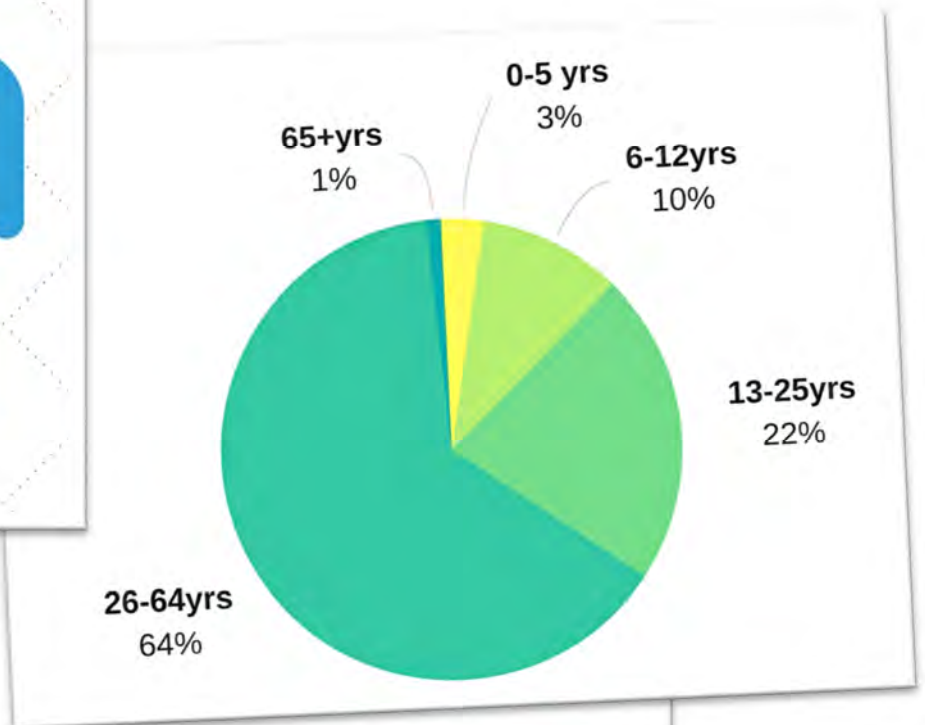
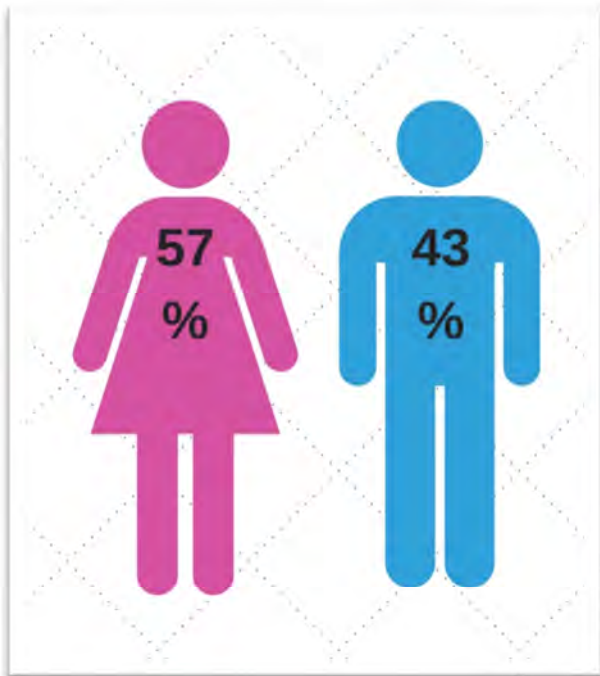


*NB. Client names in this story have been changed to protect privacy. The photo is of Rachael (front) and the other two members of the Parent Support team. We gratefully acknowledge funding from NZ Lottery Community Grants, which enabled us to employ Rachael for a fixed term in 2016-2017 and also to purchase iPads for the team for use with their clients.*



## WHO CAME?

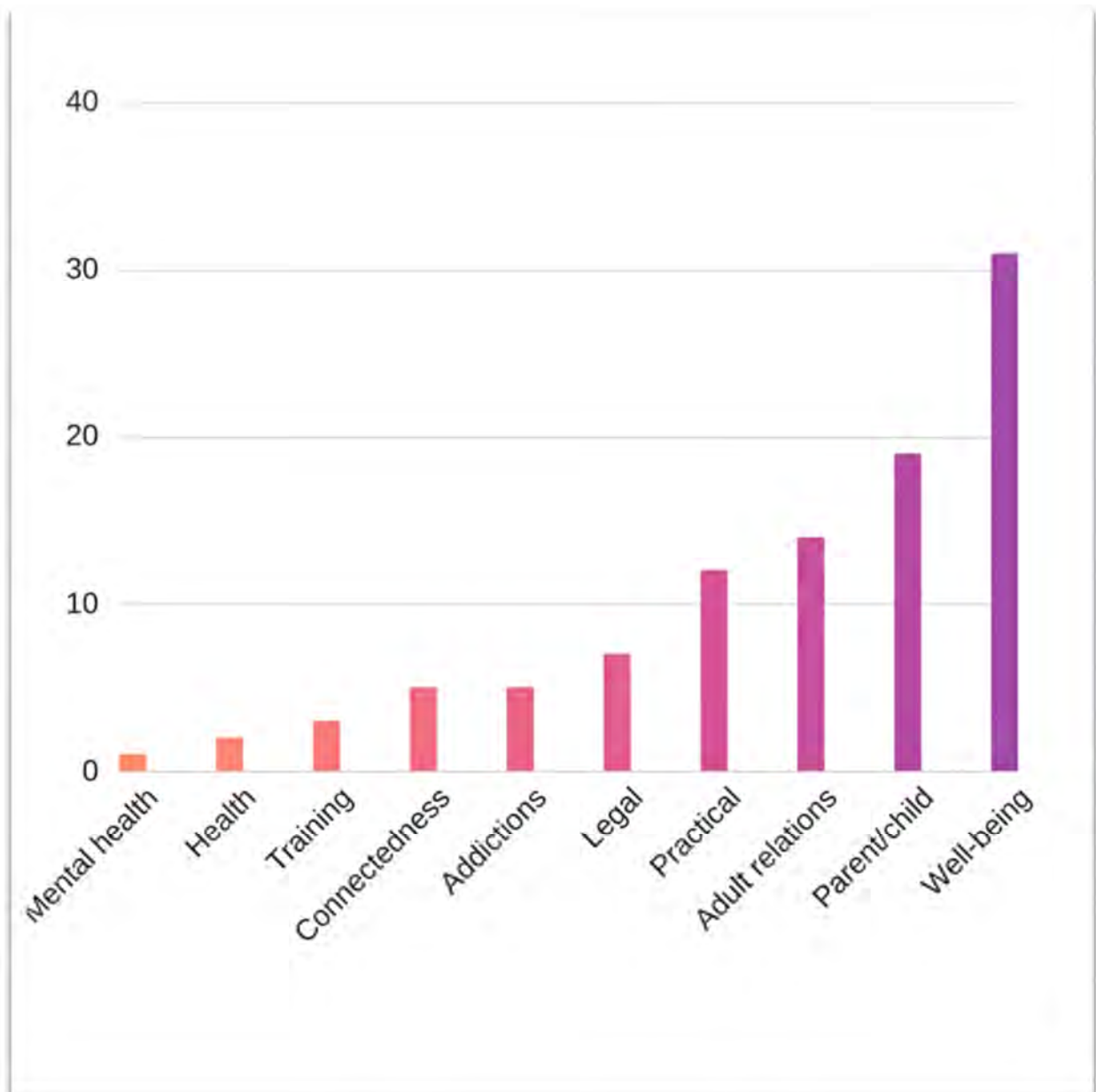
More than 1600 individuals and families engaged with losis services and programmes in FY2017. The following gender, age and ethnicity percentages are rounded:



## WHY DID THEY COME?

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The primary reason people seek help at Iosis, also known as the 'presenting reason', varies from person to person, family to family. However the reasons can be grouped into ten broad categories. This graph shows the approximate percentage of people in each category. The largest category was emotional well-being, followed by parent/child relationships and adult relationships.



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## KEY FINANCIAL INFORMATION

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Total income for the year fell by \$102,000 or 2.6% - reductions in client numbers for the Merivale Women's Programme, as well as the completion of the Strengthening Families contract as at 30 September 2016, resulted in reduced income of \$187,000. This was largely offset by Foster Care income increasing by \$120,000, as we were able to increase numbers in our care to an average of 35 by recruiting new caregivers.

Significant cost savings of \$215,000 or 8% in Payroll costs were achieved by restructuring the management team as well as from the ending of the Strengthening Families contract and roles being vacant for periods during the year. In addition, we did not have the one off costs we had in 2016 relating to the asbestos contamination at our previous site in Lenore Road, Mangere, meaning further savings of \$201,000 compared with last year.

The net operating result has been a turnaround from a deficit of \$31,000 in 2016 to a surplus of \$285,000 this year. While this looks on the surface to be a very healthy result, it should be looked at in the context of the accumulated results since Iosis Ltd was established in 2006 - over that 11 year period, a net operating surplus of \$263,000 has been achieved (an average of \$24,000 per year).

With the addition of this surplus our financial position has been strengthened by an increase of \$284,000 in Net Assets. Our Statement of Cash Flows shows that \$335,000 has been applied to investing activities, leaving a small decrease in bank balances.

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

**Wayne Boyd CA**  
**Finance Manager**

**Ph:** 09 269 1400

**Email:** [wayne.boyd@iosis.org.nz](mailto:wayne.boyd@iosis.org.nz)

## INCOME STATEMENT & BALANCE SHEET

### IOSIS LIMITED

#### Statement of Consolidated Comprehensive Revenue and Expense for the Year Ended 30 June 2017

	2017	2016
	\$	\$
<b>Total Revenue</b>	3,870,799	3,972,775
<b>Less Expenses</b>		
Less Cost of Providing Services	(3,585,535)	(4,004,064)
<b>Deficit from Operating Activities</b>	285,264	(31,289)
Add Net Capital Grant Income / (Expenditure)	73	(10,018)
<b>Net Deficit for the Year</b>	<b>285,337</b>	<b>(41,307)</b>

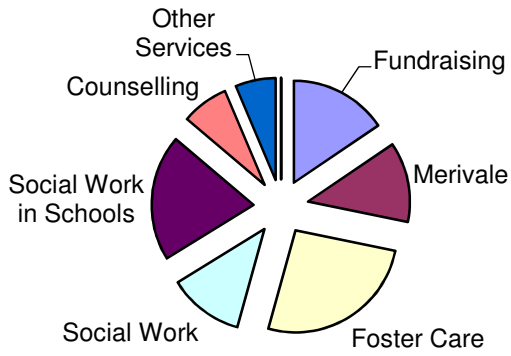
#### Statement of Consolidated Financial Position for the Year Ended 30 June 2017

<b>Assets</b>	\$	\$
Property Plant and Equipment	2,081,802	2,147,292
Other Non-Current Assets	451,772	439,759
Current Assets	1,434,846	1,113,925
<b>Total Assets</b>	<b>3,968,420</b>	<b>3,700,976</b>
<b>Liabilities</b>		
Current Liabilities	420,724	437,417
<b>Total Liabilities</b>	<b>420,724</b>	<b>437,417</b>
<b>Total Net Assets.</b>	<b>3,547,696</b>	<b>3,263,559</b>
<b>Equity</b>		
Share Capital	913,959	913,959
Accumulated Funds	2,245,998	2,038,800
Other Funds	387,739	310,800
<b>Total Equity</b>	<b>3,547,696</b>	<b>3,263,559</b>

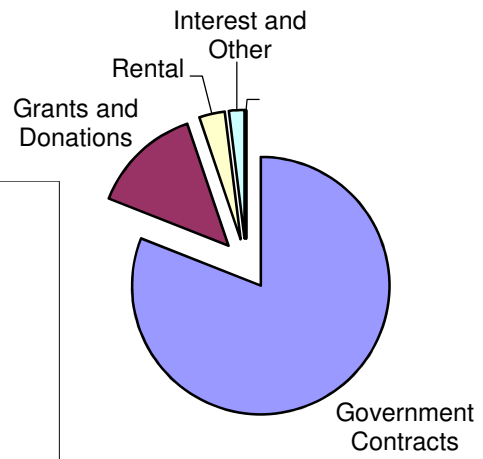
**Statement of Consolidated Cash Flows  
for the Year Ended 30 June 2017**

	<b>2017</b>	<b>2016</b>
<b>Cash Flow from Operating Activities</b>	<b>\$</b>	<b>\$</b>
<b>Liabilities</b>		
Current Liabilities	420,724	437,417
Non-Current Liabilities		
<b>Total Liabilities</b>	<u>420,724</u>	<u>437,417</u>
<b>Cash was provided from:-</b>		
Contracts for Service Provision	3,133,153	3,254,877
Operating Grants and Donations	499,947	566,239
Other Income	227,906	228,740
	<u>3,861,006</u>	<u>4,049,856</u>
<b>Cash was disbursed to:-</b>		
Payments to Employees	2,555,110	2,760,833
Payments to Suppliers	1,007,929	1,206,054
	<u>3,563,039</u>	<u>3,966,887</u>
<b>Net Cash Inflow from Operating Activities</b>	<u><b>297,967</b></u>	<u><b>82,969</b></u>
<b>Cash Flow from Investing Activities</b>		
<b>Cash was provided from:-</b>		
Capital Grants Received	7,279	17,838
Proceeds from Sale of Fixed Assets	3,478	137,274
	<u>10,757</u>	<u>155,112</u>
<b>Cash was applied to:-</b>		
Increase in Investments	319,035	58,012
Purchase of Fixed Assets	16,910	63,732
Tagged Grant and Other Expenditure	9,406	32,006
	<u>345,351</u>	<u>153,750</u>
<b>Net Cash Outflow from Investing Activities</b>	<u><b>(334,594)</b></u>	<u><b>1,362</b></u>
<b>Net Increase in Cash Held</b>	<b>(36,627)</b>	<b>84,331</b>
Cash and Cash Equivalents at Beginning of Year	840,801	756,470
<b>Cash and Cash Equivalents at End of Year</b>	<u><b>804,174</b></u>	<u><b>840,801</b></u>

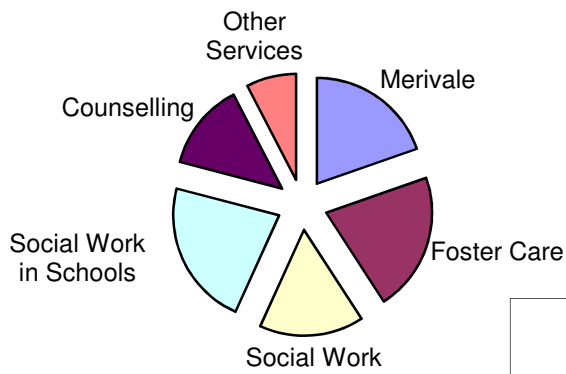
### Income Centres



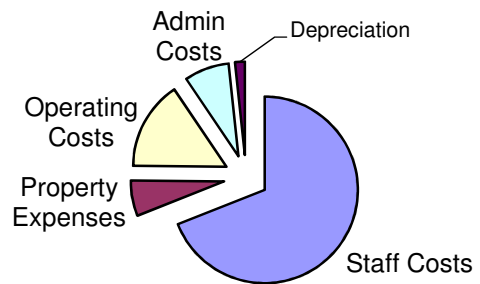
### Sources of Income



### Cost Centres



### Use of Funds



## TEAM PHOTOS

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**MANAGEMENT**



**ADMIN**



**MERIVALE WHANAU DEVELOPMENT CENTRE**



**COMMUNITY SOCIAL WORK**





**PARENT SUPPORT**



**MenD & COUNSELLING**



**FOSTER CARE TEAM**



**SWIS/MASSIS (SOCIAL WORKERS IN SCHOOLS)**