

iosis
transforming
family life for good



**Annual
Report
2018**

Our Purpose

OUR VISION

Future generations of New Zealanders raising strong healthy families.

Whakapono – Faith

We follow Christ as our model and leader.

Whanaungatanga – Connected

We seek to form the kind of relationships that connect us to whānau as whānau.

Pono – Honesty

We are honest with families, partners and ourselves.

Manaaki – Respect

We seek equal and fair treatment for all, valuing the uniqueness of each person.



Chairman's Report

Greetings,

It has been another satisfying year at Iosis despite changing societal and government agency conditions. Large numbers of families in South Auckland continue to receive help to be stronger and better able to raise their children to be healthy adults; mothers leave Merivale with their children better able to care for them; teenage dads and couples receive training to be better parents; children at 15 local schools receive social work support; and every night around 30 children are cared for in our foster families, some for extended periods.

We are grateful to staff and foster parents for the hard work that makes this possible.

Iosis operates in an increasingly difficult environment. Government funding has effectively been static for 10 years which is causing increasing financial strains on agencies. Iosis was successful in tendering for 11 new contracts this year around supporting safety and non-violence programmes. Onerous conditions were asked of Iosis as a result but it appears that we will be lucky to get 70 clients a year, a minuscule number compared to the need, and a level that is not financially viable. This is a sector wide issue and sector bodies are attempting to address the inequalities with government. If it continues it won't be long before we have to dip into reserves to maintain the essential staffing infrastructure we have in place. Societal changes, particularly around the lack of affordable housing, mean that clients are more mobile and less likely to continue with on-going support.

We are therefore very grateful to our donors and supporters for their giving faithfulness.

Major issues face the board around property and buildings. The office space at Russell Road is well past its useful life. The Merivale residential service is located on property that is inadequate and with a short term lease. Initial work is underway looking at the options. A similar process was started two years ago but was halted with the announcement of the new government agency, Oranga Tamariki. The board was concerned that without confidence in ongoing funding, particularly for Merivale, it

could not proceed further then. But now we feel we cannot delay further and will need to investigate capital funding sources as part of the process as well as designing-in income producing fall-back options. The likely capital cost is likely to be above \$10m so this requires careful thought and planning.



The Board is currently talking to several suitable people about Board membership. The Board carries a heavy load and could do with more minds and expertise. This is also because I have tendered my resignation from the Board as from the AGM. I want to focus on fewer activities but still firmly believe in Iosis and its work. I want to thank the Board for its work this year and the hours they invest. We were sad to lose Mike Carter from the Board earlier this year. He has been an active and generous contributor for the past 9 years. We thank God for him. We also welcomed new Board members Andrea Page and Lyndon Twemlow who both bring a wealth of experience from across several sectors. Other current Board members are Bonnie Robinson and Vao Muller.

Iosis has a healthy staff culture that is both strongly Christian in its motivation and outworking but also highly professional. We are grateful for the commitment and competence of staff. Staff are ably led by Tunumafono Tracey-Leigh Peters who continues to grow in her role as CEO. The challenge for her and the Board is to provide sufficient internal resource to allow her to operate fully at the CEO level, which is difficult for a smaller agency.

I give thanks to our Lord Jesus for the opportunity to serve in His name and to participate in bringing hope and healing to families in South Auckland.

Peter Browning
Chairperson
Iosis

CEO's Report

Transforming family life is at the heart of the work we do at Iosis, and I'm delighted to say that in this, my third year as CEO, I've witnessed many positive stories of transformation.

These stories of the people we help – their personal journeys of transformation and the life-changing effects of those positive changes on their whānau – embody one of the most rewarding aspects of working here.

For example, the success of our recent foster care campaign helps us transform the lives of more children in need. Until recently, Iosis and other agencies had to turn away up to eight children in need every week, because we simply didn't have enough foster carers to take them in. With the support of the Iosis community, we've recruited more foster carers and raised funds to train and support them as they take on this tough yet rewarding job – thank you.

We also applied for, and were successful in gaining, eleven new contracts for the Ministry of Justice, which means we're now delivering Strengthening Safety and Supporting Safety programmes to men, women and children in South Auckland and Pukekohe. Not only that, we also gained a Ministry of Corrections contract to deliver non-violence programmes to men and women in Pukekohe – again, a powerful way to change family lives.

A highlight of the year was hearing first hand how recidivism rates have dropped thanks to our parenting programmes – a poignant reminder about why we do the work that we do – empowering, empathising and advocating for our clients.

Another highlight was a visit from 40 esteemed Family Court judges, which created an open dialogue about the invaluable services that Iosis offers within South Auckland and the vulnerable situations that our families encounter. Many of these judges had encountered parents who've gone through Iosis programmes and they praised the positive changes they've noticed.

While I'm proud of our successes, there is still so much work to do. We have a constant need in our community for help and support with issues of domestic violence, housing and keeping our tamariki safe. This is where our wonderful supporters can make a difference.



Thank you so much on being with us on this journey. Fuelled by your prayers, support and goodwill, we look forward to continuing to transform family life, for good.

Tunumafono Tracey-Leigh Peters
CEO

Board of Trustees



Peter Browning

An organisational development consultant, Peter specialises in working with not-for-profit organisations. His focus is on helping small social services agencies in family services and poverty alleviation areas. He is currently Chair of the Northern Baptist Association. Peter was CEO of Baptist Action from 1991 to 2002.



Bonnie Robinson
BA, BD, BAppMgt

Bonnie is the CEO of HBH Senior Living. She has worked for over 20 years in social service organisations including Age Concern, The New Zealand Council of Christian Social Services, Presbyterian Support and Alzheimer's Auckland. Bonnie has served on the board of Iosis for the past 6 years.



Vao Muller
BA, LLB

Vao Muller is a barrister specialising in family law. She has been a member of the board for the past 4 years.



Andrea Page

Andrea Page began her work in the community sector over 20 years ago as a counsellor. She has since worked with youth, single parent families and victims of crime, focusing on community work development and offender reintegration. She spent 13 years living and working in Asia in the education sector managing a kindergarten and was also involved in home schooling, event management and counselling. Andrea is married with two teenage children.



Lyndon Twemlow

Lyndon leads the pastoral team of Manurewa Baptist Church. Along with his family, Lyndon has served in community and cross-cultural settings for over two decades. He is excited to connect the faith community in partnership with Iosis and its expression of God's love to the people of South Auckland and beyond.

Leadership team

The leadership team at Iosis is responsible for the development and delivery of services to meet the needs of families in the South Auckland area.

Tunumafono Tracey-Leigh Peters CEO

Tracey-Leigh began her career at Iosis in 2008, as Executive Administrator. She became Operations Manager in 2011 and was officially appointed CEO on 1 September 2015. She feels blessed to work with such a passionate and committed team who go above and beyond for Iosis and the community we serve.

Sunema Ah-Hing Team Leader for Community Social Work, Parent Support, Intensive Family Social Work and Merivale Teams

Sunema is responsible for leading teams at Iosis to deliver quality, strengths-based practice to clients and whānau. Her role includes liaising with government and community agencies and stakeholders to ensure Iosis service delivery and accountability requirements are met.

For Sunema, the most rewarding part of her role is working each day with such passionate staff and seeing first hand the effect this has on Iosis families.

Teina Mita Team Leader Counselling Services and Men's Programmes

Teina oversees the counselling services and Men's programmes including Men's Development programme (MenD, the Young Fathers programme, Safety programmes and Family Violence Intervention) for Iosis.

He is passionate about supporting families and whānau as they make positive changes to their lives often in very challenging circumstances.

Michele Efaraimo Service Manager for Foster Care

As the Service Manager for Foster Care, Michele's key responsibilities are to ensure the safety and well-being of children who are looked after by Iosis foster carers. She is also responsible for ensuring that Iosis foster caregivers are trained, supported and have access to resources they need to provide the child in their care with a safe, stable and nurturing environment.

She feels fortunate to work with a dedicated Foster Care Team and Caregivers who go above and beyond their call of duty to make a difference in the lives of the children in Iosis care.

Pearl Segi Family Learning Centre Coordinator

Pearl is responsible for running the Family Learning Centre, which includes the co-ordination and administration of

programmes offered to Iosis families. She supports the internal and external facilitators, liaises with participants and co-ordinates the evaluation of each programme.

She sees first hand the difference the Centre makes to the lives of families who participate and she works to ensure every family feels welcomed and respected when they attend.

Sophia Misipati HR and Administration Support

Sophia's role includes supporting the CEO in the area of Human Resources, event management and general administrative duties. She enjoys working with an organisation that makes a difference to South Auckland families and is inspired by the Iosis team who make this happen.

Daphne Maposua Operations Manager

Daphne is responsible for ensuring each of Iosis's three sites are fully operational and resourced effectively. She oversees facilities and property, health and safety, administration, IT/telecommunications and is a member of the Iosis Finance Committee

Daphne is passionate about growing Iosis operationally to enable staff to focus on the important role of working with whānau and communities.

Wayne Boyd Finance Manager

Wayne has been with Iosis for almost 10 years and is a Chartered Accountant with many years' commercial experience. He is responsible for the finance function, which covers everything from payroll to financial planning to annual reporting.

He works to ensure the financial aspects of the organisation run smoothly in order to support the front line staff in the wonderful work that they do.



What we did and what we achieved

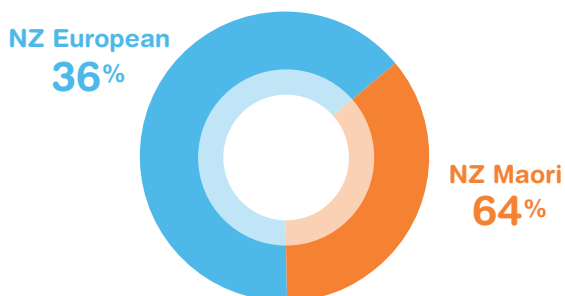
Outcomes and Outputs

Merivale Residential Programme

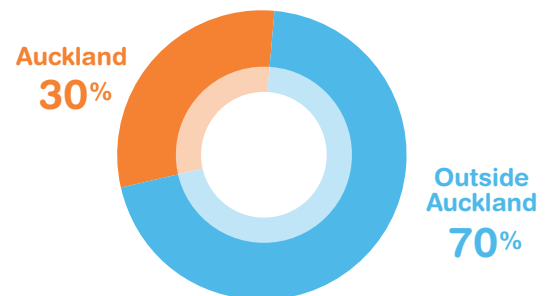
A residential parenting programme for women who have a background of abuse, addiction, or domestic violence. Merivale provides mothers with the opportunity to be reunited with their children with the support of Oranga Tamariki. The intensive programme includes counselling, life skill, self-development and parenting classes for a period of 6 to 12 months according to the needs of the mother. When a mother has successfully completed the programme she graduates, with her child in her care, and is supported as she integrates back into the community.

14 mothers and 23 children undertook the Merivale residential programme, of which **57% graduated** with their children in their care. One mother left after a week without her child and another mum left with her child to attend an Odyssey programme. Four mums and their children were still engaged in the programme as at 30th June 2018.

Their ethnicity



Their origin



Danielle and Missy

With an attempted suicide, shoplifting, drug taking and violent relationships in her past, Danielle didn't think she had any hope of regaining her baby daughter – until she came to Merivale. “Merivale has given me this gift of teaching me how to be me and I couldn't have done this without them. The people are so wonderful and caring. I've made lifelong friends here,” she tells us. “Every single person here has touched my life and taught me something that I can take away.”

Danielle graduated from Merivale in June 2018



What we did and what we achieved

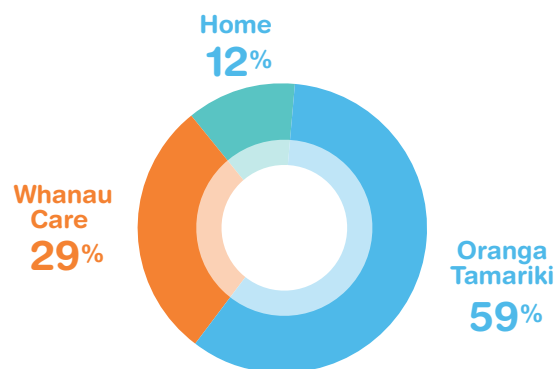
Outcomes and Outputs

Foster Care

The demand for Foster Carers continues to escalate and Iosis works closely with Oranga Tamariki (OT) and other agencies to meet this ever-growing need. Iosis recruits, trains and supports Foster Carers to provide temporary care for children and young people. This includes respite care, such as weekends or holidays, or longer term for several months.

Iosis Foster carers cared for 79 children during the year, with 33 of these in care for 6 or more months.

Where children went after Iosis foster care



Nonnie and Tomo

During their time as Iosis foster carers, Nonnie and Tomo have had 10 or more children stay with them. “The people who foster children do it for the love of the kids and wanting to make a difference”, says Nonnie. “Gemma, who they now foster for life, is not the same child who came through our door. “I’m proud of the fact that, together, we have managed to make her this very confident child. That’s what you wish for. And that’s why we’re still doing it.”

Nonnie and Tomo plan to foster more children in the future.



What we did and what we achieved

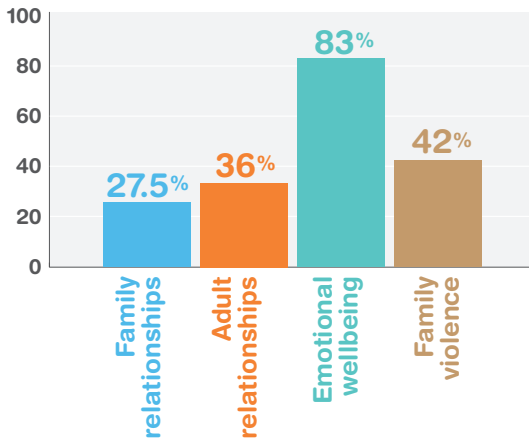
Outcomes and Outputs

Counselling

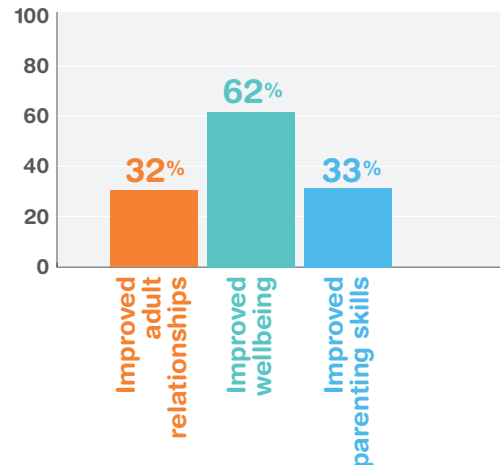
Counselling continues to be an important therapy for individuals, couples and families referred to Iosis.

120 clients participated in Iosis counselling services, of which nearly **40%** left with their goals fully achieved and **42%** are on their way to achieving their goals.

Reasons for engaging with counselling



Outcomes from counselling



Sammy

Sammy completed the MenD programme, which is an eight-week, one-on-one counselling course. His probation officer referred him, as he was completing a seven-month term in prison.

“There’s no question that without this programme I would have re-offended by now,” says Sammy. “In the past, my way was to fix things with my hands. If someone upset me or made me angry I did something about it. Now things are different. Alfred (Sammy’s Iosis mentor) has given me the tools to deal with things differently and I use them every day.”

Sammy and his partner are now on the waiting list for couples counselling



What we did and what we achieved

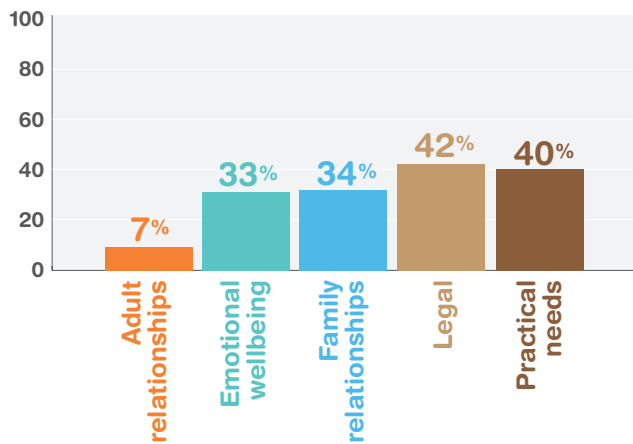
Outcomes and Outputs

Social Work

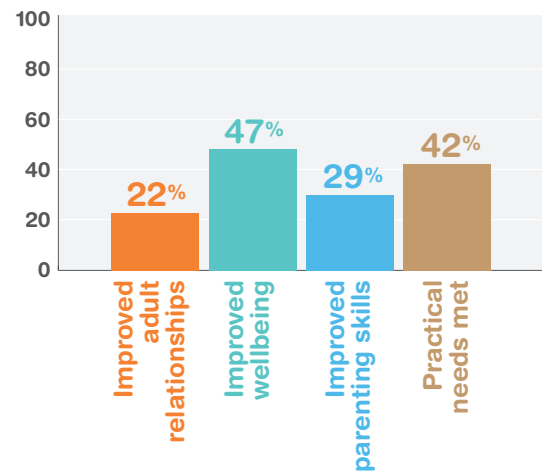
Iosis social workers continue to support families through strength-based support and encouragement, safety planning, whānau reunification support and advocacy for housing benefits, legal and medical support.

144 clients participated in Iosis Community Social Work services, of which nearly **60%** left with their goals fully achieved.

Reasons for engaging with social work



Outcomes from social work



What we did and what we achieved

Outcomes and Outputs

Family Learning Centre

A hub for Iosis families, the Family Learning Centre offers a range of programmes such as the Family Resilience programme, Triple P programme and Toolbox parenting programmes. The most popular programme is Building Awesome Whānau Toolbox Parenting Programme for Early Years (0-5 yrs).

346 clients participated in the Family Learning Centre, of which nearly **55% completed the programme.**

Barrie

Barrie is a solo father of four children. Last year, the children were taken from him and placed into foster care. Since then, Barrie has been on a mission to get them back and he'll find out soon if he has been successful.

“The first programme I did with Iosis was Family Resilience,” says Barrie. “A light bulb went off – I had no idea that this was how to think about and raise a family. It taught me how to communicate and resolve family issues in a different way, how to create a close family structure and be a better parent. I learnt to believe in myself and along the way I found the ability and the confidence to make changes.”



Finance Report

Overall a quite satisfactory year from a financial perspective - although total income fell by 3% from last year (mainly because of the one off grant of \$105,000 from Childhaven Trust in the previous year), we still comfortably covered our operating costs, resulting in a comfortable operating surplus.

Nonetheless maintaining this level of income, and therefore surplus, remains a challenge, with Government departments monitoring our contract performance ever more closely, and grants for operating costs being ever more difficult to come by. And we have specific issues, such as our foster care income being severely impacted by the difficulty in attracting new caregivers, even though we have invested in a focussed advertising campaign this year to do this.

Despite payroll costs being slightly higher than for 2017, savings have been achieved against budget this year owing to the difficulty in attracting good applicants to fill vacant roles, especially more senior roles. Although this is helpful from a financial perspective, it is not positive for the organisation in that it puts extra pressure on other staff to fill the gaps. This is a sector wide issue which is now getting some press attention, but the reality is that we are limited in the remuneration we can offer to attract experienced staff.

Some other costs have increased this year, mainly in areas such as advertising (to attract new staff and caregivers), training (to lift the performance of staff and caregivers) and consultancy (to work on future strategy such as how we can better utilise our property holdings).

Our financial position continues to strengthen, as we look to build our resources and invest funds wisely to obtain good returns without taking on too much risk. Our investment portfolio managed by Forsyth Barr had a particularly good year, but is of course subject to the vagaries of market forces.

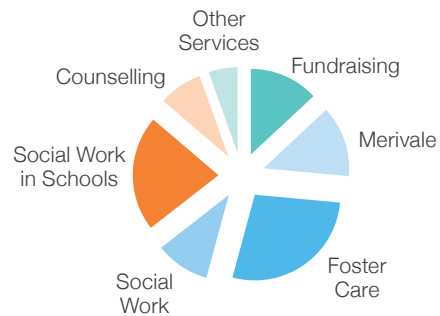
Finally a big thanks to you, our loyal supporters, for continuing to support our work, and the encouragement that this gives us - as I often say, our worth is not based on our financial performance (as long as we are able to pay the bills) but on the stories of how our work has changed lives.

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

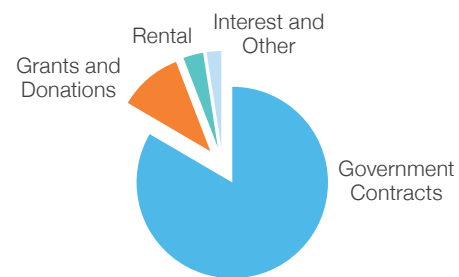


Wayne Boyd CA
Finance Manager

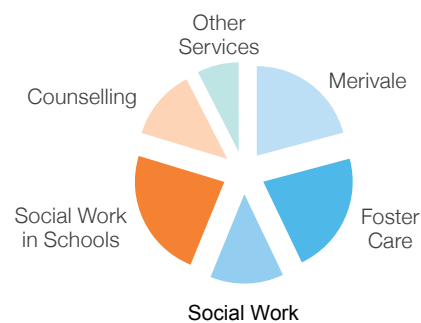
Income Centres



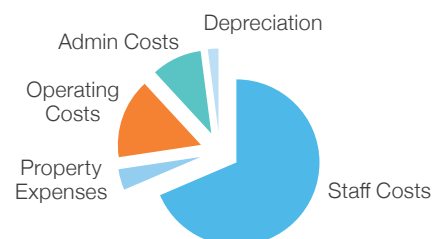
Sources of Income



Cost Centres



Use of Funds



STATEMENT OF CONSOLIDATED COMPREHENSIVE REVENUE AND EXPENSE

FOR THE YEAR ENDED 30 JUNE 2018

| | 2018 | 2017 |
|-------------------------------------------|------------------|------------------|
| | \$ | \$ |
| Revenue | | |
| Services provided for Government Agencies | 3,135,174 | 3,144,434 |
| Operating Grants and Donations | 403,067 | 524,748 |
| Rental Income | 127,048 | 125,401 |
| Finance Income | 89,729 | 68,283 |
| Other Income | 2,775 | 7,933 |
| Total Income | 3,757,793 | 3,870,799 |
| Less Expenses | | |
| Salaries and Wages | 2,520,112 | 2,507,085 |
| Materials and Services | 1,041,585 | 955,355 |
| Depreciation and Amortisation | 75,747 | 83,988 |
| Audit Fees | 16,177 | 16,976 |
| Rent | 22,131 | 22,131 |
| Cost of Providing Services | 3,675,752 | 3,585,535 |
| Surplus from Operating Activities | 82,041 | 285,264 |
| Add Capital Grant Income | 2,700 | 7,279 |
| Less Capital Grant Income Utilised | 8,807 | 7,206 |
| TOTAL SURPLUS FOR THE YEAR | 75,934 | 285,337 |

This financial information forms part of the Finance Report and should not be considered Summary Financial Statements.

STATEMENT OF CONSOLIDATED FINANCIAL POSITION

AS AT 30 JUNE 2018

| | 2018 | 2017 |
|--------------------------------------------|------------------|------------------|
| | \$ | \$ |
| ASSETS | | |
| Non-Current Assets | | |
| Property, Plant, Equipment and Intangibles | 2,033,426 | 2,084,266 |
| Investments | 479,541 | 449,308 |
| Total Non-Current Assets | 2,512,967 | 2,533,574 |
| Current Assets | | |
| Cash and Cash Equivalents | 647,370 | 628,263 |
| Accounts Receivable | 197,840 | 83,500 |
| Prepayments | 18,073 | 18,726 |
| Short Term Investments | 610,326 | 704,357 |
| Total Current Assets | 1,473,609 | 1,434,846 |
| TOTAL ASSETS | 3,986,576 | 3,968,420 |
| LIABILITIES | | |
| Current Liabilities | | |
| Accounts Payable | 338,087 | 357,504 |
| Income Received in Advance | 22,727 | 57,270 |
| Deposits held in Trust | 3,332 | 5,950 |
| TOTAL LIABILITIES | 364,146 | 420,724 |
| TOTAL NET ASSETS | 3,622,430 | 3,547,696 |
| EQUITY | | |
| Share Capital | 913,959 | 913,959 |
| Accumulated Funds | 2,245,981 | 2,245,998 |
| Other Funds | 462,490 | 387,739 |
| TOTAL EQUITY | 3,622,430 | 3,547,696 |

Thank you to our supporters, funders and donors who through their continued support and generosity make our work a possibility.

July 2017 to June 2018 Grants and major donations

Alpha Charitable Trust
Baptist Children's Trust
Caleb No. 2 Trust
Charles Rupert Stead Trust
Frimley Foundation
M & C Hood
NZ Lottery Grants Board
Wilberforce Foundation
Bollard Charitable Trust

Bequests

The Estate of S Beeston
The Estate of Francis Hearn Mills

Church and church groups

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

And special thanks to our regular donors and to others who have supported our work with families in any way over the past year.

Entity type and legal status: Charitable company registered under the Charities Act.
Registration number: CC11266

Contact details

Physical address

112C Russell Road
Manurewa
Auckland 2102

Postal address

PO Box 98840
Manukau City
Auckland 2241

Email enquiries@iosis.org.nz

Phone (09) 269 0050

www www.iosis.org.nz

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