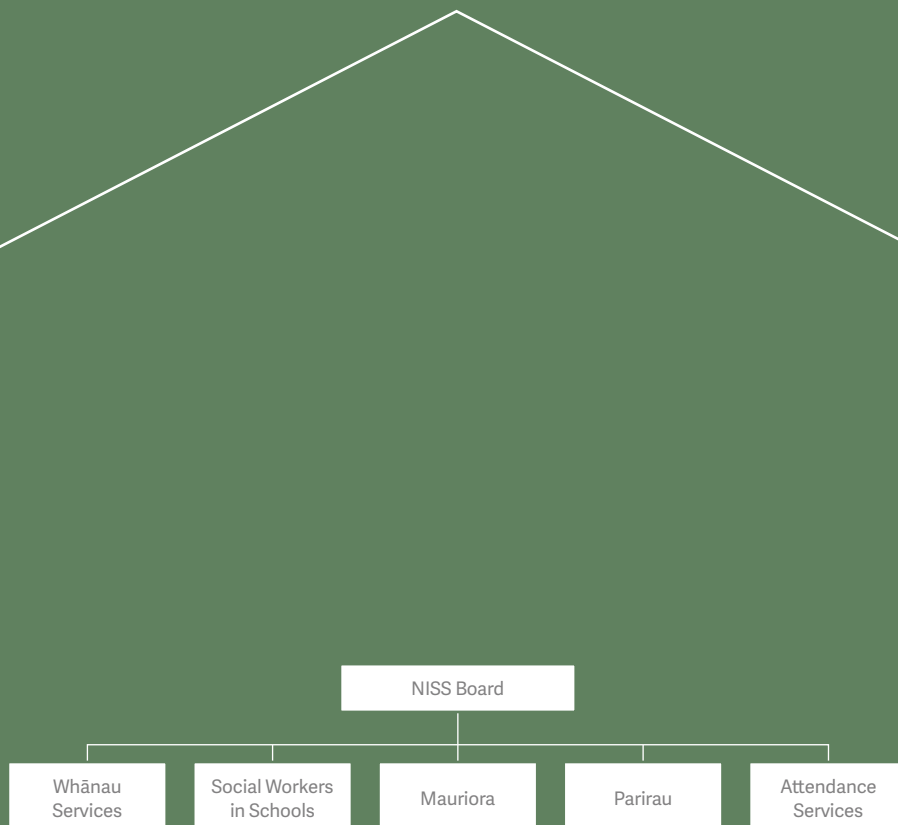




CHAIR'S REPORT

Tā te Heamana o Ngāpuhi Iwi Social Services



NGĀPUHI IWI SOCIAL SERVICES BOARD OF DIRECTORS

Carol Dodd	Chair
Pae Reihana	Director
Erena Kara	Director
Te Rau Allen	Director

Liz and her team work closely with whānau and the community to help them manage complex and challenging issues and circumstances.

Ki wā *tātou mate maha o te tau kua pahure ake nei, ka mihi kau atu ki a koutou katoa.*

Koutou kua ngaro i te tirohanga kanohi, haere atu rā koutou ki te kāinga tūturu mō tātou te tangata.

Ka tangi, ka mea, kua ea te wāhanga ki a koutou, ko tātou ngā māhuetanga iho e tangi tonu nei, ka huri.

I pay tribute to those who have passed beyond the veil. Our whānau who have now gone beyond the reaches of our view and return to our spiritual and ancestral homelands. Your time with us is now complete and we lament. To those who remain and continue to mourn, I also acknowledge you and your whānau.

No reira, e te iwi, tēnā koutou katoa.



Carol Dodd

Chair
NISS BOARD OF DIRECTORS

On behalf of the Board of Directors, it is my privilege to report on the activities and achievements for Ngāpuhi Iwi Social Services (NISS) for the 12 months ending 30 June 2016.


STRONG GOVERNANCE, LEADERSHIP AND OPERATIONS

HE MANA WHAKAHAERE, HE MANA KAIMAHI

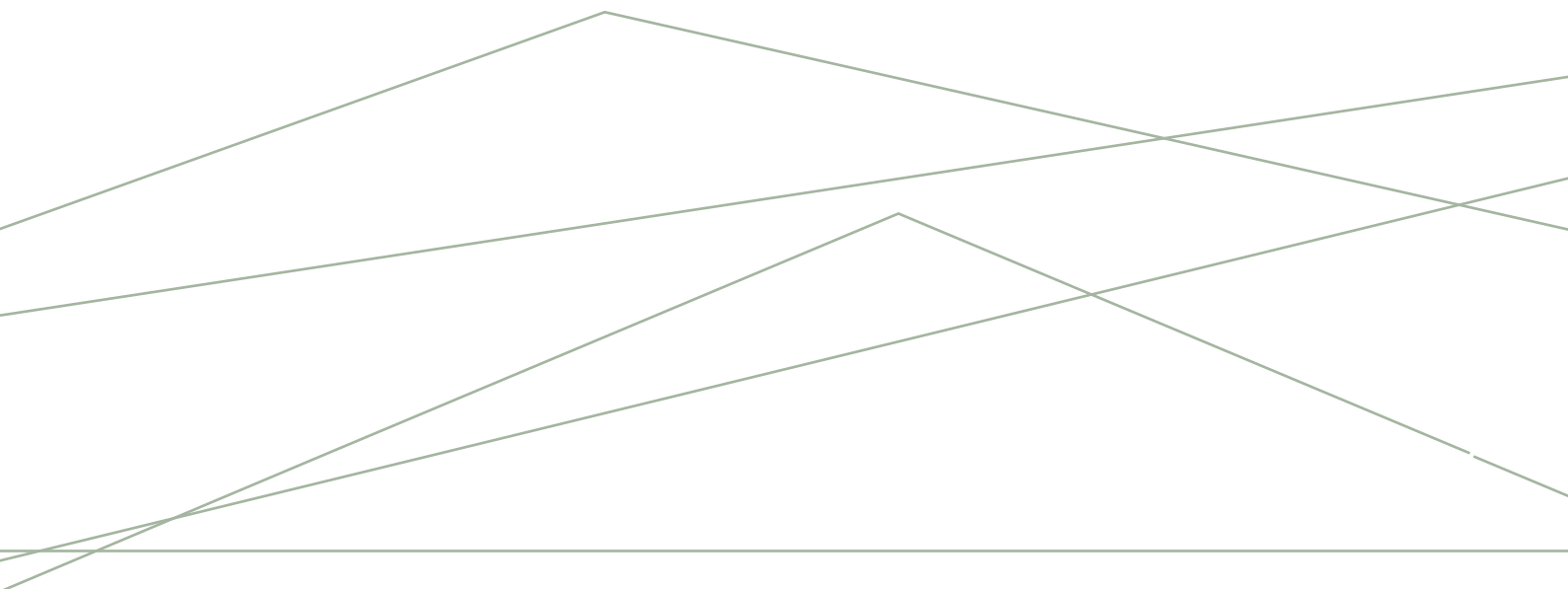
I welcome Te Rau Allen to the NISS Board as our newly appointed Director. Te Rau joins us with experience across many sectors, particularly in the disability sector. I also acknowledge Directors Matua Pae Reihana and Acting Rūnanga CEO Erena Kara for their commitment and leadership to the wellbeing of whānau.

The Board is pleased to have the continued leadership of Liz Marsden as General Manager. I acknowledge her outstanding service to Ngāpuhi whānui through the suite of programmes designed to support whānau, and her leadership of her hardworking kaimahi.

Their remarkable care and generosity of spirit extended to whānau is both inspirational and aspirational, and has brought value and hope into the lives of many whānau, tai tamariki, Kuia and Kaumātua.



Liz and her team work closely with whānau and the community to help them manage complex and challenging issues and circumstances. Their remarkable care and generosity of spirit extended to whānau is both inspirational and aspirational, and has brought value and hope into the lives of many whānau, tai tamariki, Kuia and Kaumātua. We truly appreciate and acknowledge their devotion of service to the health and wellbeing of our people. Tēnā koutou katoa.





Te Rau Allen

*Director
NISS*



Liz Marsden

*General Manager
NISS*



CARE SERVICES IN AUCKLAND

HE RATONGA TAUAWHI KI TĀMAKI MAKĀURAU

The establishment of services in Auckland has been slower than anticipated. More than 50 information packs relating to the care of Ngāpuhi mokopuna in the custody of Child, Youth and Family (CYF) were distributed through various networks across Auckland. For many reasons, the response from Ngāpuhi whānau for care-giver roles was less than expected.

If you or your whānau are willing to “give a child a chance in life”, please contact us.

EXAMPLE OF INFORMATION SENT WITH CAREGIVER PACKS



Just one chance, please?

GIVE A CHILD A CHANCE IN LIFE

Sadly, hundreds of Ngāpuhi mokopuna live in Auckland without the love of a parent or caregiver. Their chances of a bright and happy future are greatly reduced because of circumstances not of their own doing. But it doesn't have to be this way.

We're looking for whānau in Auckland who believe that every child deserves a chance in life. A chance to live a life full of love, laughter and promise.

You can provide these mokopuna with the love and nurturing they long for, caring for them in your home, with the ongoing support of Ngāpuhi Iwi Social Services.

There's a few simple checks to make sure the children are placed with the right families, but we want to hear from whānau who believe in giving mokopuna a better chance in life.

Open your hearts and your home and give a mokopuna a chance for a better life.



Meeting new friends at the World Indigenous Social Work Conference

TE PŪTAKE RANGATAHI

A very successful tai tamariki wānanga was held at Pukerata Marae, Otatau during the first week of the September 2015 school holidays. This was a joint venture between NISS and the national Kaupapa Māori training provider, Te Korowai Aroha o Aotearoa (TKAA).

40 tai tamariki participated in the wānanga, which was based on the first three modules of the Mauriora course designed by TKAA more than 20 years ago. 14 of the participants were in CYF care in Auckland and 12 were youth mentors from Northland and Bay of Islands colleges. The rest were selected from various marae programmes run by NISS.

The following week, 12 of the tai tamariki and four NISS staff attended a national Te Pūtaka Rangatahi Wānanga in Rotorua to share their learnings with tai tamariki from other iwi.

In November, 18 tai tamariki and staff travelled to Tolaga Bay for the Te Pūtaka Rangatahi Graduation and AGM for TKAA. Their joint presentation demonstrated the transformation that occurred for them as a result of the journey that started in Otatau. It was very well received by the TKAA members who came from all over the country.

During the AGM, the NISS General Manager agreed to host the next TKAA graduation and Hui-ā-tau event scheduled for December 2016. All three marae in Whirinaki are booked for this awesome event.

WORLD INDIGENOUS SOCIAL WORK CONFERENCE

TE HUIINGA NUI Ā NGĀ KAIMAHI
WHAKAHIATO ORA

The 13 NISS staff members who attended this conference in Darwin in September 2015 are very appreciative of the opportunities they had to be motivated and inspired by indigenous social work leaders from all over the world. For many, it was the first time they had been exposed to indigenous practices outside of Aotearoa and the growth was instant with many describing what they would do differently as a result of their learnings.

A First Nations professor from the State University of New York, had this to say:

'Self-care is not a luxury, it's a priority'.

She presented a model very similar to 'Te Whare Tapa Wha', promoted by Sir Mason Durie. She talked about mind, body, spirit and heart needing to be in balance for there to be wellness, and challenged social workers to consider whether this is the case in their own lives. If this is not so, then it was unlikely that the social worker can be effective in adequately supporting whānau through their issues. She urged workers to maintain their personal and professional networks, to stimulate and nurture their minds, and be attentive to their physical needs.

We would like to approach Dr Stephanie Palmer, a researcher from Hauraki, to help design evidence-based services and programmes to enhance NISS's practices to dealing with domestic violence. Dr Palmer presented very interesting findings on research conducted with whānau and hapū in the Hauraki area.

Another inspirational presenter was Dr. Peter Mataira from Ngāti Porou who works as a senior researcher at the University of Hawaii. His presentation on entrepreneurial leadership was particularly relevant in the NZ context where the expert panel on Modernising Child, Youth and Family has clearly indicated that the performance of the current operating model is failing to deliver expected outcomes. Dr Mataira will be invited to run a workshop to assist iwi organisations through a transformational process in order to be in the best possible position to be the service providers of choice for iwi and Māori going forward.

MODERNISING CHILD, YOUTH AND FAMILY – EXPERT PANEL REPORT

TE WHAKAWHANAKETANGA O CHILD,
YOUTH AND FAMILY (CYF)

The Expert Advisory Panel (EAP), established by the Minister of Social Development in April 2015, released its final report on 7 April 2016. It sets out a blueprint for a transformation of care, protection and youth justice practices in Aotearoa. The blueprint is informed by three core principles:

1. The service response should be guided to investing in prevention with a view to changing long-term outcomes
2. The indicators of success will be improved life outcomes as evidenced in meaningful differences in childrens' lives
3. The service will learn from the voices of children who have experienced such vulnerability.

The report recognises that Māori are twice as likely to be notified to CYF compared to others. Reasons for this are identified as higher levels of deprivation, conscious and unconscious bias in the system and a lack of culturally appropriate models for strengthening families.

Although government's aspiration is *'that all children and young people deserve to be nurtured by loving families'*, the key finding of the report is that this aspiration is not being achieved. Negative impacts include very high rates of educational under-achievement, early benefit dependency, and contact with the criminal justice system. Poor mental health, self-harm, substance abuse, risky sexual behaviour and obesity are also common amongst children who have had contact with CYF. The high rates of need and disadvantage is an important factor in the over-representation of Māori (60%) who have come to the attention of CYF. More than 20% (around 620) of mokopuna Māori in CYF care whakapapa to Ngāpuhi.

*A very successful
tai tamariki wānanga was
held at Pukerata Marae,
Otatau during the first week
of the 2015 September
school holidays.*

The panel's vision is that 'NZ values the well-being of our children above all else'.

Six objectives have been agreed for a child-centred system:

1. Ensuring that children have the earliest opportunity for a loving and stable family
2. Addressing the full range of needs for each child
3. Preventing victimisation of children
4. Helping children to heal and recover
5. Supporting children to become flourishing adults
6. Helping children and young people to take responsibility for their actions and live crime-free lives.

The report also states that the system must take a partnership approach with iwi to provide an appropriate service for whānau, and utilise iwi capacity and capability to address their needs.

The panel proposes that the future service have a target to reduce the liability associated with poor outcomes for Māori by 25 – 30% within five years.

INDEPENDENT ADVOCACY SERVICE

HE RATONGA TAUAWHI MOTUHAKE

In relation to the third core principle of the EAP report, the NISS General Manager was approached in January 2016 by the CEO of the Tindall Foundation to join a Steering Group to oversee the co-design of an independent advocacy service for children in care. This initiative has been jointly resourced by philanthropic trusts (Tindall Foundation, Vodafone, Todd Foundation and Foundation North) and the Ministry of Social Development. The project team is establishing an independent service to connect, empower, listen to and advocate for children and young people in care. The new service is expected to launch in March 2017.

The Steering Group knows that action research will support the development of the advocacy model. Proposed research is intended to include an evaluation of activities associated with one of NISS's desired outcomes that:

“No Ngāpuhi child should leave care without knowing who they are and where they come from”.

NISS is working on developing and testing a wānanga series that will support this outcome.

“No Ngāpuhi child should leave care without knowing who they are and where they come from”.



Some of the healthy kai at Ngāpuhi Festival

WĀNANGA MŌ NGĀ TAI TAMARIKI

As a follow up to TKAA's Te Pūtake Rangatahi programme, a former TKKA Mauriora facilitator and current member of Te Rōpu Kaumātua Kuia o te whare tapu o Ngāpuhi, Te Miringa Huriwai, is assisting NISS to develop and manualise a similar marae-based wānanga series, incorporating Ngāpuhi tikanga. We plan to hold three wānanga per year, during school holidays.

The framework focuses on te ao Māori and includes six cultural constructs – whakapapa, tikanga, wairua, tapu, mauri and mana. The wānanga will involve Ngāpuhi tai tamariki aged between 10 – 16 years who are in CYF care in Auckland and Te Tai Tokerau. The wānanga also hopes to include Year 11 – 13 students from mid-north secondary schools who have completed Youth Mentoring training and are positive role models. The idea is to match Youth Mentors with tai tamariki in care and encourage strong relationships that will endure beyond the period that Ngāpuhi tai tamariki spend in statutory care.

There is an opportunity to use the proposed action research to evaluate the wānanga model to test the hypothesis that for tai tamariki, approaches that support and strengthen their identity will assist in strengthening other elements, including their ability to 'make sense' of their experiences in care, however challenging that might be.



At the launch of the “Tautoko Mārika” campaign
(Kaikohe Social Sector Trials)

LEADERSHIP CHANGES

NGĀ PANONITANGA O NGĀ HAUTŪ

After trialling an Operations Manager position in 2015, it was decided that a Practice Leader position was a more appropriate option to support a culture focusing on best practice and continuous improvement. Ngaire Wycliffe, Social Workers in Schools Team Leader was appointed in an acting capacity and has demonstrated the value of having a Practice Leader. The position will be advertised and a permanent appointment is planned to commence early in 2017.

The Team Leader for the Tai Tokerau Attendance Service, (TTAS) Carina Dickson took a years parental leave and plans to return to work in January 2017. Keryn Bristow has been Acting TTAS Team Leader since January 2016.

Team Leader for Youth Services, Te Oranga Witehira, also stepped down from the Team Leader position in mid-January when he was selected by Internal Affairs to take up the position of National Leader of a 11-strong NZ youth delegation on the ‘Ship for World Youth’, sponsored by the Japanese government. The group joined 150 Japanese and 140 other youth from 10 selected countries for eight weeks. After a week in Japan they boarded a cruise ship and travelled through Asia to India and Sri Lanka. While on board the ship they attended lectures on international diplomacy.

*The framework focuses on
te ao Māori and includes
six cultural constructs –
whakapapa, tikanga, wairua,
tapu, mauri and mana.*

STRATEGIC ISSUES

NGĀ MĀNĪANIA RAUTAKI

Some of the strategic issues identified that impact on whānau wellbeing include:

- The lack of services for child-witnesses of domestic violence, particularly in rural areas
- The lack of services for men who are victims and perpetrators of whānau violence
- Inability of whānau to connect with services because of transport difficulties
- Low incomes and benefit dependency
- Alcohol and drugs triggering whānau violence
- Poor housing and overcrowded conditions
- Poor access to communication and transport in rural areas
- Inadequate mental health services.

These issues are complex and require strong advocacy, relationships and policy changes at many levels and we look forward to participating and leading those discussions in the near future.

SAMPLE CASE STUDIES

Challenges

Single mum of five children became concerned after the eldest girl had fallen prey to bullies at school. Her grades dropped and she became depressed, feeling the world was against her. At that time she and her mum weren't getting on. Mum was trying to hold down a part-time job and look after the children too. The eldest daughter was responsible for the children and household chores until mum returned from work, when she was often too tired to have quality time with the children. This responsibility was too much for the daughter. After realising the seriousness of her daughter's situation, mum sought help from NISS.

Support and Intervention

Intensive support was given to the eldest daughter. A PATH (Planning Alternative Tomorrows with Hope) was created; extra tuition to catch up and prepare for NCEA levels; and counselling. Extra tuition was also provided for the younger children who also agreed to help out at home. They created a roster for all the tasks they had to achieve daily. They were given cooking lessons and shown how to complete their tasks competently. Mum has been connected with the Variety Club for assistance with ongoing costs at school.

Positive Outcomes

A recent monitoring visit revealed a positive change in all the children and a more peaceful home life. Mum is pleased with how far they've all come.

Challenges

CYF referred this family of six children aged 5 – 14 years, and their parents.

Numerous issues identified from alleged neglect, poor parenting, poverty, alcohol abuse, poor health, aggression, truancy and isolation.

Support and Intervention

Support consisted of transportation to various medical specialist appointments to Whangarei and Auckland Hospitals; encouragement to attend the local A & D rehabilitation programme; organising tamariki to attend Stand Children's Health Camp in Whangarei; Whānau Hui and FGC support.

Positive Outcomes

Trust in NISS has led to improved relationships, better communication and a willingness to engage with other agencies for support. Dad is focused on getting a vehicle. Transportation provided by NISS was essential as without it the whānau would not have been able to access essential services, and the issues would have continued to escalate out of control. The whānau will continue to need support until they are able to sustain the positive changes.



Erena Kara

Director
NISS

Challenges

A teenager in CYF care was unsure of his iwi, hapū and marae connections. As a child his life was transient and unstable. He displayed behavioural issues and preferred his own company, which made it challenging to socialise with his peers.

Support and Intervention

At a noho marae he was given the opportunity to learn waiata, to whakapapa right back to his ancestor, Rahiri, and engage in group work. The group work meant that he had to build relationships with his peers and learn how to socialise appropriately. At the noho he was allowed to express himself through different mediums, e.g drawing, music, role play, which helped others understand his life experiences. Visits to other marae and areas of cultural significance provided the young man with opportunities to be fully immersed in tikanga Ngāpuhi and to know his tūrangawaewae.

Positive Outcomes

He was able to connect through bloodlines to both his Samoan and Māori sides. He became more responsive, displaying increased confidence and self esteem, and was participating more in activities. He was excited to learn his whakapapa and identity and to share this knowledge with those around him. By the end of the noho, he had a greater sense of who he was and where he belonged. He showed great interest in being able to share the narrative around the tupuna of the marae and the stories that accompanied them.





NISS staff at one of the many community events

A SUCCESSFUL 12 MONTHS

NGĀ ANGITŪ O TE TAU

In conclusion, I am pleased to report on another successful year, including a summary of services delivered through NISS:

Whānau services	169	whānau supported through a range of issues
Youth services	318	interventions with youth at risk of offending
Social Workers in Schools	32	schools
	568	students provided with 1:1 services
	1,424	participants in programmes
Attendance Services	788	students supported to re-engage in education

As life continues to be challenging for many whānau, tai tamariki and mokopuna as they struggle to meet their basic daily responsibilities, putting a healthy kai on the table, provide school lunches, pay rent, power and overheads, we think of them all and send them our heartfelt prayers that we can continue to support them towards a brighter and deserving future.

*Kia tū tika ai te whare tapu o Ngāpuhi,
hei oranga wairua,
hei oranga tangata,
hei oranga tonutanga mō Ngāpuhi*

*May the sacred house of Ngāpuhi stand strong,
and provide us with the physical and spiritual
strength to move forward, together.*

Mauri ora ki a tātou katoa.

Carol Dodd
Chair – Board of Directors
Ngāpuhi Iwi Social Services



GLOSSARY OF TERMS:

NISS	Ngāpuhi Iwi Social Services
TRAION	Te Rūnanga-Ā-Iwi O Ngāpuhi
CEO	Chief Executive Officer
CYF	Child, Youth and Family
TKAA	Te Korowai Aroha o Aotearoa