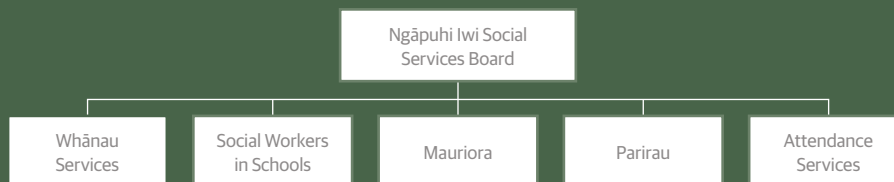




TĀ TE HEAMANA O NGĀPUHI IWI SOCIAL SERVICES

Chair's Report



**NGĀPUHI IWI SOCIAL SERVICES
BOARD OF DIRECTORS**

Michael Kake	Chair
Te Miringa Huriwai	Director
Te Rau Allen	Director
Erena Kara	Director
Mariameno Kapa Kingi	Mariameno Kapa-Kingi (Appointed 11 July 2019)

**Āio ki te rangi
Āio ki te whenua
Āio ki ngā tangata katoa
Tihewā Mauriora**

Tēnā koutou katoa e te Whānau Whānui o Te Whare Tapu o Ngāpuhi.

As Chair, I am pleased to present this report on behalf of Ngāpuhi Iwi Social Services (NISS) for the 12 months ending 30 June 2019. This report highlights significant achievements and milestones over the year, and several stories and case studies that demonstrate the dedication and hard work of General Manager Liz Marsden and her team, and the positive outcomes achieved for vulnerable mokopuna, taitamariki and whānau.

Michael

Mauhaere Kake

Heamana – Chair



TAI TOKERAU YOUTH REMAND SERVICE

This reporting year has seen inspiring developments around Mahuru, the youth remand service developed by Ngāpuhi Iwi Social Services (NISS) with the support of Oranga Tamariki (OT).

The establishment of Mahuru started in the 2017/2018 reporting year and went 'live' on 1 October 2018 to provide rehabilitative support and care for taitamariki whose offences were serious enough for them to be remanded into the custody of the Chief Executive of Oranga Tamariki (OT). More than 90% of these remanded taitamariki in Tai Tokerau whakapapa to Ngāpuhi. Until Mahuru was established, the only option available was to place them in youth justice residences or remand facilities outside of the region, which exacerbated their disconnect from whānau and community.

In a positive response to a tender process, NISS offered an alternative model to an urban 'institution'. In this alternative process taitamariki on remand are placed with Ngāpuhi caregivers who can provide a safe and loving home environment. During the placement they are immersed in mana-enhancing activities with Ngāpuhi mentors to develop their identity and pride as young Māori and achieve the goals outlined in their individual plans.

Mahuru is an early intervention to reduce the risk of our taitamariki progressing through the youth justice remand system and into the adult prison system. When taitamariki are remanded in prison environments they are highly susceptible to negative influences. Mahuru provides a different pathway of rehabilitation through 2:1 or 1:1 engagement with whānau caregivers and youth mentors and a focus on identity and connection. Taitamariki are then less likely to go down the custodial path and less likely to experience the influence of gangs inside adult prisons.

When we applied for the contract, NISS came out of left field as far as the application was concerned. It was an innovative proposition and we went outside the prescribed guidelines with a very well-planned application, and Oranga Tamariki embraced the approach and ran with it.

Although the early signs indicate potential for more in depth success, this programme is still in its infancy as far as development is concerned. One of the greatest challenges is identifying the right people to be Mātua Atawhai (caregivers). However, more than a year down the track we can say that Mahuru is not only working well, but that it has become a benchmark that other Iwi and providers are signalling as innovative and ground-breaking.



Left to right: The Mahuru Working Group - Aroha Tahere, Aroha Shelford, Keryn Bristow, Liz Marsden, Parani Wiki, Kela Lloyd Mahuru.



HEI HUARAHI MARAE PROGRAMMES

We are continually heartened by the connection to whanaungatanga and marae tikanga that is taking place at the noho marae we run at various marae during the year. For many of our Ngāpuhi tamariki who have been raised in or are living in Auckland, these things that many of us take for granted, are unfamiliar and even intimidating. The NISS-organised camps are for tamariki who are “in the system” – they are often disenfranchised, and a lot of them have lost their whakapapa. Liz Marsden and Whaea Miringa Huriwai are among the Kaiako who teach these groups about tikanga, Ngāpuhi whanaungatanga, and day to day activity on a marae. For many of these tamariki it is their first experience on a marae, and others have lost their early memories of being on a marae. It is a real joy to see not only their knowledge and understanding grow during these camps, but also their confidence in what it means to be Māori.



STRATEGIC PRIORITIES

We are now looking forward to our business plan for 2019/2020 and have set our strategic goals, namely:

- Innovation to build confidence and resilience in our Whānau
- Purposeful collaboration to improve Whānau outcomes
- Safe practice and quality service
- Building evidence as an approach to celebrating our success and doing more of what we do well
- Co-designing an evaluation/evidence framework based on mātauranga tuku iho
- Developing a workforce that is agile, courageous, competent, passionate and innovative.



Stories

FROM THE FRONT- LINE

WHĀNAU TEAM

Our Whānau Team supported 135 Whānau this year. In the following case studies, the names are fictional.

Wheels on the road to possibilities

Hemi is a solo father of two sons, Tame aged 16 and Hōne 14. Tame has Spina Bifida; he is wheelchair bound and is a member of the Northland Wheelchair Basketball Team based in Whangārei. Hemi presented to Ngāpuhi Iwi Social Services (NISS) seeking advocacy in matters relating to education, disabilities and finances for Tame. At the time of referral, the family's only form of transport, a van, was having mechanical problems and this was causing Hemi great stress. As Tame is wheelchair-bound, a reliable vehicle is a necessity.

The NISS social worker gathered information from various organisations e.g. WINZ, North Able, Ministry of Health, Disabilities Services and Whānau Ora. Information gathered resulted in the social worker seeking advice from the Lottery Individuals with Disabilities Committee, followed by an application for a grant.

THE APPLICATION WAS SUCCESSFUL.

A GRANT TO THE TOTAL OF

\$27,800

WAS APPROVED:

\$800 FOR AN ORTHOPAEDIC
ASSESSMENT AND

\$27,000 FOR A NEW VEHICLE
OR VEHICLE MODIFICATIONS.



Doing the mahi that bring whānau together

Tāwhio is a solo father of six children. Not understanding Oranga Tamariki processes, he sought assistance from NISS to act as an advocate. Tāwhio's children were uplifted from his care due to an assault allegation made by the children's mother. More serious allegations of family violence followed, this time through his children as a result of evidential interviews. Tāwhio denied the charges.

The entire (paternal) Whānau had been denied access to their mokopuna on the assumption they may 'fuel the children's minds'. From a culturally responsive point of view, this directive disconnects the tamariki from attachments they already have with their father's whānau.

NISS provided a range of support, beginning with completing a Strength and Weaknesses Assessment with Tāwhio. The framework gave us an idea of what Tāwhio needed to work on to make him a safe and better father.

We enrolled Tāwhio onto the 14-week Incredible Years Positive Parenting programme, and into counselling at Hokianga Health with Mike Norman for family violence, grief and safe parenting. Furthermore, Tāwhio attended a Family Group Conference and a Hui-ā-Whānau as an advocate and sharer of information.

We were then able to complete a Report to the Family Court that highlighted Tāwhio's engagement with NISS and other services. In that, we advocated for supervised access for the tamariki and their paternal Whānau.

Tāwhio has inspired us with his commitment to everything he did, and achieved the following:

1. Tāwhio completed the 14-week Parenting Programme with **distinction**. He was identified as the **highest achiever** in his class. A report was provided by the tutors. The report was hugely positive. Tāwhio shared that he learnt the importance of having one on one time with each of his tamariki.
2. Tāwhio completed five sessions with Hokianga Health, which is the maximum counselling sessions it provides. Feedback indicated Tāwhio engaged well and fully participated. Although there is a history of family violence between Tāwhio and the mother of his children, it was identified that Tāwhio is a victim too.
3. The court directed that Oranga Tamariki must convene a Hui-ā-Whānau with the purpose of arranging supervised access for the paternal Whānau and Tāwhio. To also consider placement options within the paternal Whānau as it is evidenced the current maternal Whānau placement has not been stable and secure for the tamariki for some time.
4. Supervised access between Tāwhio and paternal Whānau is occurring once a week.
5. Tāwhio and his Whānau are very thankful for the support provided by NISS.

Te Hononga (Making a Connection)

Te Hononga is an initiative implemented by the Whānau Team. Its goal is to provide a service to Whānau within the community that is free and convenient in meeting their basic needs. It was also seen as an avenue in building positive relationships within our community.

Poverty is identified as a major issue within Kaikohe and mid-north area, with our Whānau struggling to afford even the basic items, e.g. children's clothing, shoes, linen, blankets and children's books.

Launching on 22 November 2018 we have a free table outside the NISS office. Word has spread that items are donated from members of the community and the SPCA based in Kerikeri.

The table is set up every second Thursday. From the day this initiative went live it's been a great success, with positive feedback in the comment book from members of the community who use this service.

Comments have included:

"Thank you for the books. May God bless you abundantly."

"I live in Auckland and I find this place awesome. Need more of these places for our needy Whānau."

"Thank you for my moko's clothes."

"First time ever my children have pillows. They don't know what a pillow is. Thank you, thank you, thank you."

"Awesome mahi you do for the small town of Kaikohe."

"To Ngāpuhi Iwi Social Services. So grateful for the clothing and baby gears. We will definitely cherish them. Big Arohanui."

"My children now have shoes."

SOCIAL WORKERS IN SCHOOLS (SWIS)

Our Social Workers in Schools (SWiS) supported 514 tamariki this year, with 356 tamariki participating in group programmes.

Often more to 'acting out' than meets the eye

A Year 9 student had been acting out at school and during classes. This was causing disruption and at times was dangerous for other students and staff. However, the circumstances were that the student had experienced many situations of grief.

Intervention:

The SWiS established a trusting and supportive relationship with both the student and Whānau members. This enabled a holistic approach to intervention to be planned and executed with all parties on board and working towards better outcomes for the student, and better and more positive relationships within the home environment. SWiS worked extensively with the student, particularly in relation to self-managing strategies, and emotional regulation. SWiS also liaised to get a counsellor on board with the mother.

Outcomes

The relationship between the mother and taitamariki has improved significantly, and healing of past hurts has ensured they continue to have a supportive and nurturing relationship. The student is having significantly less outbursts and negative experiences at school and has been able to reduce their pastoral entries from several each week, to one or two per fortnight. The student has shown their ability to almost always implement strategies learned with the SWiS. Above all, the student now has friends and enjoys school far more.



Building friendships and managing relationships

A Year 5 student who had always struggled with managing their anger was an only child who lives with his grandparents. The student "hates" his father due to childhood abuse. A cousin came to live with this Whānau, which left the student feeling displaced and angry.

Intervention

The SWiS worked with the student on peer relationships and techniques to manage change. In addition, SWiS worked with the grandparents to support them to successfully transition the incoming child into the home and support them to feel secure and safe.

Outcomes

The Whānau has been able to implement consistent and fair boundaries to both tamariki, which has resulted in better harmony within the home. The student no longer sees his cousin as a threat to his own security and together they are growing their friendship. SWiS also liaised for the student to attend Stand for Children to help support him to improve his self-responsibility skills and support him to become more independent in daily tasks, e.g. bed making, getting his own breakfast.



YOUTH SERVICES

Our Youth Services team worked with 103 taitamariki either at risk of offending, or already offending.

Mahuru - a world first, alternative intervention for serious young offenders

To follow on from what our Chair said, on 1 Oct 2018, NISS launched a world-first model to manage serious young Ngāpuhi offenders who previously would most likely have been held on remand in a youth prison. Instead of holding up to six young offenders in a residential home, NISS decided to place these taitamariki individually in specialist one-to-one care with well-functioning Whānau. From Monday to Friday, they are picked up by two mentors who support them through an individualised, tikanga-based plan designed to reduce the frequency and severity of their offending. After 4-6 weeks they return to Court where often their youth justice issues are discharged. This model has won international interest and a video outlining the service has won the ANSOG award for demonstrating effective collaboration between the State and an indigenous community.

Te Rauora Ō Mahuru

The Mahuru team has spent the first six months of this year developing a tikanga-based wānanga to be utilised in the Remand space. 'Te Rauora Ō Mahuru' is a wānanga programme based on seven atua. Each atua is represented as a 'phase' with structured learning outcomes that derive from traditional pūrakau. This helps to ensure all our teina begin their Mahuru journey at the same point. Te Rauora Ō Mahuru is a living and growing tikanga-based wānanga. With a clear development pathway and appropriate resourcing, this wānanga will ensure that future teina are not only provided with a 'six-week remand programme', but a genuine integrated Māori experience.

Our first teina to 'trial' the wānanga was successful in completing all phases of Te Rauora Ō Mahuru. In preparation for upcoming court appearances she wrote four comprehensive apology letters and completed two video projects. The first was on Nature and was exhibited at Te Pū o Te Wheke art gallery in Kaikohe along with other teina who also attended a digital storytelling workshop in June. Her second video project was prepared for the Judge to show how much progress she had made while on Remand.

The Judge was so impressed with her video report he sought and received permission to show this video to all the Youth Court Judges who were gathering the following week for their annual conference. Subsequent feedback from another Judge confirmed how innovative this approach was and that all the Youth Court Judges had enjoyed seeing her video. **She was subsequently successful in achieving a Section 282 discharge under the Oranga Tamariki Act 1989.**

Waka Ama

With support and coaching from a local Youth Aid police officer a waka ama team of taitamariki was established and the crew trained twice weekly learning safety, parts of the waka, calls, dry land and water training. The team was consistent throughout the training and very disciplined in their approach. For the week leading up to an event, the taitamariki trained each day, culminating in an overnight stay at the Whare Mahuru prior to race day. On 22 June 2019, race day, our team was entered in an eight-kilometre novice race for under 18-year olds. In total there were 24 teams across five different grades in the novice section. The Mahuru team came 12th out of 24 novice teams (beating some of the adult teams) and was fourth out of eight teams in the under-18-year-old novice category.

Thank you to Rob Cameron from the New Zealand Police and Ngāti Rēhia Waka Ama for allowing our team to race under their Club. Everyone involved was very proud of our taitamariki and their efforts. Thanks to all the Whānau who came to support the team.

Digital Storytelling Workshop

The Mahuru team hosted and supported a group of 13 young people from Ngāpuhi to attend a three-day workshop run by Serena Stevenson and Julia Espinoza from Speak Story. The workshop was aimed at a diverse group of taitamariki from rural based environments. By using smartphone filmmaking technologies, the taitamariki gained confidence to advocate issues that concerned them. Due to their exposure to the techniques and processes of filmmaking they may be positioned to take their new knowledge into areas such as film and television production.

To manage logistics, we held the wānanga at Kohewhata Marae. This venue provided an excellent base for us to run the Digital Storytelling workshop and was also a rich learning environment in which to explore the intricacies of Te Ao Māori, tikanga, kaupapa, and history specific to Ngāpuhi. The Marae backdrop also played a key part in many of the short films produced by our taitamariki.

The three days of smartphone filmmaking was navigated with skill and professionalism by the two Speak Story facilitators ensuring the young people were fully engaged throughout. This was an indication of how much thought and planning the taitamariki were putting into their story telling.

There was a surprise bonus for all participants as they were

gifted

**the iPhone 6s
they had been using to
produce their stories.**

MANY OF THE TAITAMARIKI
DID NOT HAVE PHONES
OF THEIR OWN
prior to the wānanga.

The most rewarding part of the Digital Storytelling workshop was seeing the results at the end of the workshop. The taitamariki had planned, story boarded, set locations and shot their films to a high standard. The creativity, honesty, humour and powerful storytelling had a huge impact on all those that viewed their stories. Some were quite sophisticated and technical while others were raw and moving.

The final part of the workshop culminated in an exhibition at Te Pū o te Wheke art space situated on the Main Street of Kaikohe. Parents, mentors, supporters and another group of taitamariki from Te Kura Kaupapa o Kaikohe were invited to participate in the opening of the exhibition and the screenings of the mahi produced during the week.

Incredible Years Programme

We ran three programmes that were completed by 30 participants.

A solo mum had difficulties with her eight-year-old answering back, wanting things that others had, didn't like her rules and not listening. Mum felt she was constantly yelling, stressing out and at her wit's end with her child. Mum has said that with the help of Incredible Years, she hasn't been happier with the relationship that she has with her daughter; there is no more yelling, lots of praise, no more stress. In fact, Mum would just glow reiterating how wonderful things are now.

There were also a couple of achievements where parents got their children back in their care;

**THIS IS THE
GREATEST
ACHIEVEMENT**
for parents

We provide photocopies of waiata and karakia to Whānau so they can take them home and implement or teach their children. Parents tend to ask for these resources as most are strongly connected with their Māori Whakapapa and they find this is a great way to start. Also, rewarding parents during class with stickers with Māori praises on them like ka pai (good) ka rawe (excellent) miharo (amazing) and kia kaha (be strong) have a positive impact, as it encourages parents to use and practice praise in Te Reo to their children.

YOUTH WORKERS IN SECONDARY SCHOOLS (YWISS)

Our Youth Workers in Secondary Schools Services team worked with 104 taitamariki in two colleges, and 258 participants in 15 programmes.

A student diagnosed late with Foetal Alcohol Spectrum Disorder (FASD) had found his niche in carving. He was receiving intensive wrap-around support from community groups, Ministry of Education (Special Education Service) and RTLB support including a Teacher Aid. Before the intervention the student was involved in behavioural incidents involving fights and his school attendance was only 3%. After YWISS intervention the student's attendance improved to 72%, he completed a carving module, and carved main pou for a school project. This student is now engaged in school activities and participating in class. There has been a noticeable decrease in fighting incidents.

Carving programme

Students participated and attended this programme as a 'hands-on' activity in school, in collaboration with the Waka Ama and Ākau Design. All the students came together as a team and before intervention were not engaging in class and found it difficult to focus in a traditional classroom setting and the new learning space environment.

Comments from the evaluations included:

"I could work stuff out that was hard in an open learning environment."

"I could work on my own at my own pace and take a break without the teacher saying something."

"No people coming to try and set me up for fighting."

"I used to work out my problems myself, hard when you are being stepped out, I can't explain myself the right way, and don't know what to say or how to say it."

These students continue to face learning challenges but have established better relationships with their teachers and teacher aides.

Wellness programme for girls

Five girls participated in this programme and most needed strategies for dealing with a lot of personal issues and challenges, involving loss or grief. Before the intervention, the students were finding it difficult to engage in learning at school, with teachers, and peers. Their attendance at school and in class was of concern, and they were not coping.

Three of the five students completed pūrakau, stories, skits or drama and songs and dance to heal. These students are still on that journey but are more mindful of the help they can seek, and their ability to help others through their own personal stories.

The following poem was written by a kōtiro from Northland College who we have been working with and who is like many other kōtiro we work with. The moral of the poem is 'Don't let the bad times get you down'.

POEM – I am as grey as a cloud

I know these tears will come down like rain

I wonder if this is the reality

If I could break free, I could do anything

When I think of the dark, I feel like drowning

I am as grey as a cloud.

Why am I here?

I believe I can make it out of the darkness

I try my hardest to be happy

If you really knew me, you would get up and run away

Sometimes I feel like I am drowning in darkness

I can make people happy

I am as grey as a cloud.

Year 9 Induction 2019

This induction was a success with 52 students of a possible 72 prospective cohort of Year 9s for 2019. Many of the students who provided evaluations for the programme said that they were anxious about starting at Northland College this year. They were worried about making new friends, and meeting new teachers, and trying to find their way around the new school. They were also worried about the work.

After the two-day induction, they commented that they had had fun, had made new friends, enjoyed the activities, lunches, caught up with their former friends from their previous schools and they found the teachers "really awesome".

ONE YEAR 11 STUDENT

WAS WORRIED because they did not have the money to get a birth certificate to sit a driver's licence test.

With support from the Youth Worker in Schools at Northland College, the student was able to obtain funding support to order a birth certificate.

HE SAT THE TEST
and passed

**THIS STUDENT IS NOW ON
WORK EXPERIENCE AND ENJOYING
THE PLACEMENT.**



CONCLUSION

These stories provide an insight into the challenges our NISS teams face every day, working with mokopuna, taitamariki and Whānau who are under considerable duress. Our kaimahi, led by General Manager Liz Marsden are indeed special people with sharp minds and kind hearts. You will see by the case studies that investing in our Whānau reaps potentially indescribable rewards, and these rewards will set them up for much better outcomes.

On behalf of the Board, I extend our gratitude and appreciation to you all. You transform lives and futures – he mihi manahau ki a koutou katoa.

I also extend my thanks to the NISS Board of Directors for your leadership and support over the past year.

As the largest Iwi Social Services provider, we look forward to another challenging and rewarding year in 2019/2020, and the opportunities to continue to help those in need.

Ngā mihi mahana

Michael Mauhaere Kake

Chair
Ngāpuhi Iwi Social Services



