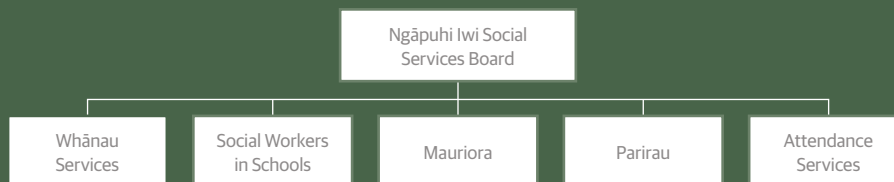




TE PŪRONGO Ā TE HEAMANA Ō NGĀPUHI IWI SOCIAL SERVICES

Chair's Report



**TE PŪRONGO Ā TE HEAMANA Ō
NGĀPUHI IWI SOCIAL SERVICES
BOARD OF DIRECTORS**

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Te Miringa Huriwai	Director
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Michael

Mauhaere Kake

Heamana – Chair

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

Tēnā koutou katoa e te Whānau Whānui o Te Whare Tapu Ō 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 2020.

This report highlights achievements and milestones over the year and recognises the dedication and hard work of General Manager Liz Marsden and her team, and the positive outcomes achieved for vulnerable mokopuna, taitamariki and whānau. The Board of Directors and I are proud and honoured to provide governance to a team that exemplifies the theme of this year's theme, Tū Hono, and that always strives to achieve better outcomes for whānau, despite the challenges.

Mauri Ora.





**KIA MAUMAHARA -
REMEMBERING NGAIRE WYCLIFFE
(PRACTICE LEADER)**

He tohu aroha tēnei mō Ngaire Wycliffe.

E kore koe e warewaretia

E te poutokomanawa i tautoko i tēnei kaupapa

Pau te kaha

Moe i te moe roa

Rārangi maunga ka tū te ao, ka tū te pō

Rārangi tāngata ka ngaro, ka ngaro, e ngaro tonu nei

**E tū noa ana ngā maunga whakahi i te riu o te whenua
i a koutou rā, ka ngaro i te ao.**

Ngā manu whititua ka wehi ki roto i ngā iwi

Ngā poutokomanawa o ngā whare maire a ō tatou mātua

**Ngā wharekura, ngā nohoanga mareikura e pū ao ai e
te ata huākirangi**

E huakina mai ai e ngā kaitiaki tatau

Ngā tatau maha o Tikitiki-o-rangi

**Ka unuhia ai koutou to hunga mate e te tapu
o tuawhakarere.**

**Tēnā koutou katoa e te whānau whānui ō Te Whare
Tapu Ō Ngāpuhi.**

COVID-19 RESPONSE

In March, the Board released special purpose funding of \$50,000 for whānau in need and increased the frequency of our meetings to provide governance oversight and support during the Covid-19 lockdown. In autumn, Ngāpuhi Iwi Social Services (NISS) activated crisis management and business continuity plans to:

- Provide essential social services and meet essential needs during the crisis period.
- Continue operations within the significant restrictions on the delivery of essential services at alert level 4 and lower; and
- Analyse our capacity and how we propose to continue to deliver services.

KAI PACKS

During the level 4 lockdown NISS delivered kai packs to 200 vulnerable whānau. The first drop was with the support of Te Hau Ora Ō Ngāpuhi (THOON). In the second drop, NISS focused on whānau on low incomes, two or more tamariki, were socially and/or rurally isolated, and without reliable transport, etc. New World Kaikohe provided bulk quantities of meat, fresh produce, non-perishables and other kai, and NISS teams broke down the pallets and packed and delivered 200 \$50 kai packs for whānau from Whangārei to Hokianga.



WHĀNAU APPRECIATION

"Thank you for the awhi, it means a lot, God Bless."

From 'Papa' with five moko

"Thanks to the NISS whānau – I don't get around easy, and my girl usually does the shopping for us. It's been hard on all of us. Kia ora koutou for thinking of us and giving us this awhina kai."

Whānau/mokopuna, Waima

"Ma te Atua koutou e manaaki, e tiaki hoki!"

Pakanae whānau

"Thank you for the kai, Whaea. I am not going back to school next week because of Papa. He is staying with us now, and I don't want him to get sick because of me getting something from school."

A Northland College student who received the kai on behalf of their whānau of three school-aged children and grandfather

"Aww, aroha Whaea to the Ngāpuhi tari. I got a lot of mokopuna, and I cannot get into town like I used to, to do the shopping. Thank you all so much for your fullas aroha."

Nana and eight moko

"Ka pai koutou – te awhi i a tatou mokopuna. Tino papai nga kai o roto. Rawe ta koutou tautoko i a matou whānau i roto o Te Hokianga."

Kuia with mokopuna, Waima

"Real butter! Wow!"

A grateful whānau

TAITAMARIKI

The impact of Covid-19 was particularly noticeable on our taitamariki, whose anxiety and nervousness about the pandemic impacted on their participation at school, and in sporting and cultural activities. Lack of access to internet and devices and disruption to learning will require attention in the short to medium term. School attendance continues to be low as a result of Covid-19, and our most vulnerable taitamariki will be on the backfoot for the remainder of the school year and into the future without strengthened social services.

There is also a noticeable increase in transience over the lockdown period with whānau usually resident outside Te Tai Tokerau returning home. The impacts of poverty post-crisis continue to grow the numbers of tamariki living in poor conditions.

PAY EQUITY CLAIM

NISS was one of five providers selected by the Public Service Association (PSA) and named in the non-government organisations' (NGOs) pay equity claims. Oranga Tamariki (Ministry for Children) spearheaded pay equity settlement for its social workers; this settlement increased the already-existing pay gap with NGOs.

The key issue of the claim, which is against NGOs, not the government directly, is that additional funding from government will be required for any settlement but the government is not a direct party to the investigation of the claims. There can be no settlement without the additional funding to give effect to it.

Achieving a positive result on pay equity is extremely important for our sector and we want to thank the many NGOs that have supported our work on this to date. NISS is looking for the same outcome as the PSA and other parties, i.e. fair pay for our valued staff and a settlement that enables NGOs to provide quality services for their clients and is sustainable for providers. NISS continues to work hard to progress the social workers' claim.

CO-DESIGN

TRAION and its subsidiaries THOON and NISS entered into a co-design process with Oranga Tamariki in 2019. At the time, over 400 Ngāpuhi mokopuna lived in care. NISS added hakapapa searches to the whānau care suite of services, which involved establishing several internal systems and processes. The outcome of the project resulted in NISS beginning to reduce the number of Ngāpuhi taitamariki in non-kin care.

NISS has established the first Kairaranga ā-Whānau position to be based within an Iwi organisation. All other Kairaranga positions are Oranga Tamariki employees. The purpose of the Kairaranga ā-Whānau is to promote and support tamariki and taitamariki to be well connected to their whānau, hapū and iwi in order to build positive identity and strengthen enduring hakapapa relationships.

NISS' priority continues to be prevention and early intervention to ensure tamariki mokopuna are safe and free from trauma.

HEI HUARAHI MARAE PROGRAMMES

**Kaua e rangiruatia te hāpai o te hoe e kore to
tātou waka e ū ki uta.**

Do not lift the paddle out of unison or our waka will
never reach the shore.
(Mead and Grove 2003:193)

This hakatauki emphasises the importance of working together.

The Hei Huarahi programme helps young people discover, explore and consolidate their hakapapa links to Ngāpuhi and seeks to:

- Discover, explore and consolidate taitamariki potential links with and to Ngāpuhi
- Introduce Ngāpuhi history and relationships through to the present
- Gain skills and knowledge about Ngāpuhi marae protocols, basic te reo Māori, traditions, and current events, and
- Share skills and strategies to assist taitamariki to build their life skills and enhance their futures.

NISS runs three programmes per year. In this reporting year we held programmes at Pākanāe Marae (51 registrations) and Parawhenua (40 registrations). A third programme to be held at Mangamuka was cancelled due to Covid-19 restrictions.



Highlights INCLUDE

Providing nurturing experiences for growth within our taitamariki

Re-vitalising and normalising te reo me ōna tikanga Māori

Giving taitamariki the opportunity to learn about their turangawaewae

Forming lasting relationships.

Opportunity TO ENHANCE THE PROGRAMME:

Set aside more time for whanaungatanga

Focus on growing taitamariki leadership potential and skills

Provide bridging activities for taitamariki between programmes

Advance taitamariki to Te Korowai Aroha's Mahuri Totara programme.



CASE STUDY



REBUILDING A FAMILY

The following circumstances are real; the names are fictitious.

A young whānau consisted of Tāne, just turned 18, 17-year-old Missy and their 24-month-old daughter. Tāne was subject to a s101 Custody Order that discharged once he turned 18. Pēpi is subject to the same order. Missy does not have orders.

Tāne has FASD (Foetal Alcohol Syndrome Disorder) so constancy and consistency are important.

The Whānau Team became involved with this whānau in May 2019. At that time pēpi was in a non-kin placement and Tāne and Missy were living in Whangārei. Both young parents were isolated from their respective whānau.

In November 2019, Missy and pēpi went into a residential teen parent home. Tāne had only one hour of supervised access one day a week.

In late November, during a multi-agency hui for the whānau, a plan was presented that:

- i. The young whānau be placed with NISS' Mātua Atawhai in a culturally responsive, supportive and safe environment
- ii. Wraparound services would be put in place to support the young parents with educational learning and parenting
- iii. Would provide an opportunity for Tāne to be a father, and
- iv. Would provide an opportunity for the couple to build and strengthen their relationship.

The plan was endorsed by the Family Court and the presiding judge encouraged Oranga Tamariki to work with NISS.

UPDATE

The majority of work with this whānau was held during the reporting year, then in July NISS held a whakatau to welcome the young whānau and their supporters, helping the young whānau on their new journey. Things are going well in this six-month plan, which includes regular monitoring.

Reflections

Pathway training (Tetra Mapping) with Kataraina Pepi challenged our thinking. The framework can be used with this young whānau for learning about responsibility for self, pēpi and others, and for understanding and respecting differences.

Whakamahi

A developer in Auckland was unable to complete building work in Te Tai Tokerau due to Covid-19 restrictions, and donated a warehouse full of household furniture and fittings. NISS social workers have since passed on household items including beds, flooring and blankets to whānau in need.

Achievements

In January, the Whānau Team inherited the Family Centred Services contract. It was a contract struggling with volumes for much of 2019 due mainly to a system that saw family harm referrals centralised and triaged by the New Zealand Police in Auckland then Whangārei. This meant referrals were not reaching the local NGOs. On review, the system has been reset and referrals have flowed through more easily since then.

WHĀNAU SERVICES TEAM (WHĀNAU TEAM)

WHĀNAU TEAM
SUPPORTED

182

WHĀNAU THIS YEAR

CARE SERVICES TEAM

Our Care Services Team had 41 referrals for placement with Ngāpuhi caregivers. Fifteen of these were young people on remand awaiting sentencing. Numbers were lower than expected due to a slow-down in referrals from the impacts of Covid-19.

The work done as a result of the co-design expanded the brief of the team to include a wider range of interventions. As such, Whānau Care has merged into the existing Care Services Team. Supporting whānau required NISS to undertake haka-papa searches for tamariki in non-kin care, for example, from February to April, five out of 10 tamariki previously in non-kin care were reunited with their whānau.



MAHURU YOUTH SERVICES

Our Mahuru Youth Services team worked with 67 taitamariki either at risk of offending, or already offending.

Over the past 12 months, many taitamariki across our programmes have had positive outcomes, including gaining employment or doing training courses, and some have returned to school. A number of taitamariki we worked with have successfully completed their plans and have received a s282 discharge, meaning they are deemed never to have been charged.

Te Rau Ora o Mahuru was developed throughout June, July and August 2019 and initially trialled with a young female teina who was on remand with us for approximately two months. This programme alongside the teina plan (eight strands) has provided the mentors with frameworks in which to work with their remand taitamariki. They assist with the development of plans and programmes during their stay on remand and ensure their connection to their Ngāpuhitanga.

Mahuru hosted several manuhiri who visited the remand programme. Visitors included Oranga Tamariki National Youth Justice Managers across the country, Children's Commissioner His Honour Judge Andrew Becroft and his team, Whangārei Judge Greg Davis, an American academic and researcher, service providers and other key stakeholders.

Last year we participated in a wānanga 'Valuing Voices' which saw 12 taitamariki learn how to create their own videos. They were shown how to mind map and once completed they began filming then editing. This mahi culminated in a public exhibition at Te Pū o te Wheke Art Gallery in Kaikohe where a few of the taitamariki were able to stand and speak about their story and the process used to create it.

Our Mahuru mentors and taitamariki participated in a Waka Ama team alongside the Kerikeri Youth Aid police officer for approximately five months. The teina competed in the Hoe Matariki 2019 Waka Ama Competition in Whangārei in the novice section, placing 8th out of 24 teams. The Mahuru mentors and taitamariki also supported the police by working with some of the young people who participated in the Special Olympics Waka Ama Fun Day. This involved going out on the water and assisting where needed.



During the Covid-19 alert level 4 lockdown our team was able to meet regularly via Zoom. This was an opportunity for us to reflect on the past year, what had worked well, and what hadn't. We also had some changes with four new mentors coming on board to replace others who had left. We planned and discussed our training needs, the basics of mentoring our programmes, and tightening up remand processes. We have developed a new template for our teina plan that includes an overall budget with clear goals and outcomes. Importantly, we have seen an improvement in our team's communication and support of each other in our mahi.

TE TAI TOKERAU ATTENDANCE SERVICES (TTAS)

Te Tai Tokerau Attendance Services (TTAS) team services 134 schools in Te Tai Tokerau; from Te Hāpua in the Far North to Kaiwaka in the southwest, not including learning centres such as Te Kura (correspondence), home schooling or the Northern Health School.

In the reporting year TTAS recruited more staff who brought their own brand of local and unique expertise to TTAS and NISS.

A key objective of TTAS is supporting students and schools to manage and improve attendance – this is assisted by the use of a referral database system known as Attendance Service Application (ASA). Advisors also engage with other agencies, providers and government services.

Thankfully the use of the terms 'truant' and truancy is lessening, replaced with 'absentee', 'non-attendance' or 'non-enrolled'. In working with the school and student, advisors try to collect as much information as possible towards improving attendance; not always simple when the student is living in emergency housing, or when education takes a back seat to working. Advisors become more adept at strategic thinking and engagement.

COVID-19

TTAS advisors quickly became familiar with Zoom, Google Meet and other tools to engage with whānau and schools during lockdown restrictions. TTAS have switched gears, adjusted the lens, and strengthened the collaborative approach to ensure students get the best opportunity at education and learning.

SOCIAL WORKERS IN SCHOOLS (SWiS) AND YOUTH WORKERS IN SECONDARY SCHOOLS (YWiSS)

There are 30 primary, intermediate and area schools receiving services from Social Workers in Schools (SWiS) and two secondary schools that also receive services.

SWiS SUPPORTED

585

TAMARIKI

478

TAMARIKI IN
27 PROGRAMMES

YWiSS WORKED WITH

579

STUDENTS

Highlights

Programme delivery has proved successful within the schools and communities. Our Hakamana Wāhine SWiS programme engages with wāhine Māori around being proud of their haka-papa and learning tuakana and teina roles and responsibilities, and as a result, several students are creating their own spin-off programme, outlining their own perspectives and adding flavour to the existing programme.

Achievements

Strengthened relationships between NISS teams have enhanced our ability to deliver programmes in a dynamic way, for example Mahuru Youth Justice Team and SWiS/YWiSS Team have developed tikanga-based programmes that are well received throughout the region.

Reflections

SWiS/YWiSS have created strong community networks that have supported their role in assisting whānau to work through challenges, particularly with Covid-19 restrictions and the lack of resources. SWiS connected with St Vincent De Paul in Whangārei to further support NISS resourcing with food parcels, bedding and clothing for whānau. The strategy started in March and the relationship will continue to support whānau.

Anti-bullying

Pre-pandemic SWiS programmes focused on anti-bullying and developing resilience and confidence were introduced in response to a significant rise in bullying incidents.

CONCLUSION

This report provides an insight into the challenges our NISS teams face every day, working with mokopuna, taitamariki and whānau who are under considerable duress. That NISS managed to continue and grow its vital services while operating remotely, electronically, or socially distanced and wearing masks during the Covid-19 restrictions, speaks volumes about the people we have in this subsidiary. The commitment of our kaimahi, led by General Manager Liz Marsden, to invest in our whānau reaps rewards and better outcomes, not just for now, but for future generations.

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

I also extend my thanks to the NISS Board of Directors for your leadership and support over the past year. Together we are ready for the challenges, and rewards, that the 2021 financial year may bring, and the opportunities to continue to help those in need.

Ko ngā mihi mahana



Michael Mauhaere Kake

Chair
Ngāpuhi Iwi Social Services



