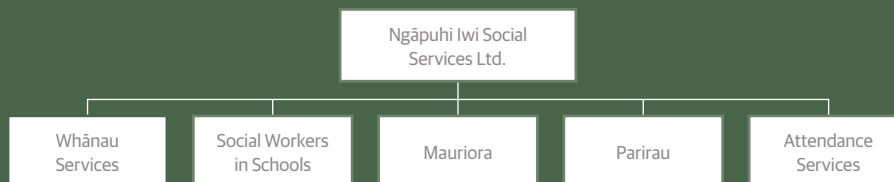




TE PŪRONGO Ā TE HEAMANA Ō NGĀPUHI IWI SOCIAL SERVICES LTD.



Chair's Report

NGĀPUHI IWI SOCIAL SERVICES BOARD OF DIRECTORS

Michael Kake	Director / Chair until September 2023
Erena Kara	Director / Chair since September 2023
Te Miringa Huriwai	Director until May 2023
Te Rau Allen	Director / TRAION Representative
Mariameno Kapa-Kingi	Director

Tuatahi ka tuoho ki a Ranginui me
Papatūānuku, ngā matua tūatahi o te ao Māori
ngā pou here i a tātou ki te ao wairua.

Ko te tūmanako kia tae mai ngā manaakitanga
maha kia tātou katoa e ngā kaiwhakahaere
o NISS, tēnā koutou katoa.

He mihi ngākau nui tēnei ki a Irihapeti (Liz)
e ārahi atu ana i tō tātou tīma e kaha nei
i te awhi i ngā tamariki mokopuna o te
tari nei, me tōna iwi whānui kia tutuki te
moemoeā o Ngāpuhi.

Kia tū tika ai te Whare Tapu o Ngāpuhi.

Nō reira e Liz,
Mauri oho
Mauri tū
Mauri ora.

E te whānau o Ngāpuhi, tēnā rā koutou.



Erena Kara — Heamana / Chair
Ngāpuhi Iwi Social Services Ltd.

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Firstly, I want to acknowledge our kuia, Te Miringa Huriwai, who sadly passed away in May 2023.

As Chair, I am pleased to present this report on behalf of Ngāpuhi Iwi Social Services (NISS) for the 12 months ending 30 June 2023.

Firstly, I want to acknowledge our kuia, Te Miringa Huriwai, who sadly passed away in May 2023. Whaea Te Miringa initially supported NISS in delivering the Parirau service and later became a director in 2017. Beyond this, she served our community through her contributions to social services over a decades-long career. Whaea Te Miringa constantly reminded us to make decisions that would nurture our mokopuna and whānau. E te Whaea, e moe i to moengaroa.

This year has posed many challenges for our whānau, facing the tail end of the COVID-19 pandemic and the health, social, and economic pressures this has brought, as well as extreme weather events. I want to acknowledge all of our Māori providers, our marae communities, and our whānau who prove time and again that in times of adversity, we can stand up swiftly to ensure the needs of all our people are met.

LEADERSHIP CHANGE

NISS bid farewell to Liz Marsden after 12 years of dedicated service to whānau and the wider community. Apart from leading NISS, Liz has worked in social services for over 30 years in diverse government and iwi leadership roles. We acknowledge her commitment to social services provision for whānau and her spearheading of kaimahi ora initiatives. We will miss Liz and we wish her the very best.



LIZ (LEFT) WITH NISS SOCIAL WORKER ALVA POMARE AND TRAION OPERATIONS MANAGER DONNA TŪKĀRIRI AT A PREVIOUS WAITANGI DAY CELEBRATION.





Dr. Moana Eruera (Ngāpuhi, Ngāti Ruanui, and Ngāti Rangiwewehi) was welcomed on 17 January 2023 at a pōwhiri held at Kohewhata marae. She was well-supported, with many from her whānau, hapū, and professional circles travelling to Kaikohe for the special occasion.

Moana joins Ngāpuhi Iwi Social Services with over 30 years' experience in statutory and iwi social services, including family violence prevention, youth justice, and social work education. She actively contributes to several advisory panels and committees, including the Mana Wāhine Inquiry Research Committee and Te Pūkotahitanga - the Tangata Whenua Ministerial Advisory Group on family violence and sexual violence. Moana is committed to ensuring that services are accessible to all tamariki, whānau, and the broader community.



STRATEGY FOR NGĀPUHI MOKOPUNA AT RISK OF ENTRY OR ENGAGED WITH ORANGA TAMARIKI

NISS continues to work with Te Rōpu Whāiti to develop a strategy to address disparities for Ngāpuhi tamariki mokopuna engaged with Crown care and protection and youth justice services.

The disparities are alarming and necessitate an urgent response. The number of Ngāpuhi tamariki mokopuna involved in the Oranga Tamariki system is two to three times higher than that of any other iwi, with 965 in the custody of the chief executive (CE) of Oranga Tamariki (as of 30 June 2023) across Aotearoa. Thousands more Ngāpuhi mokopuna are involved in other parts of the child protection and youth justice system.

Te Rōpu Whāiti comprises Ngāpuhi iwi and hapū members, Ngāpuhi leaders from the social services sector, professionals, representatives of Te Rūnanga-Ā-Iwi-Ō-Ngāpuhi (TRAION) trustees and subsidiaries NISS and Te Hau Ora Ō Ngāpuhi (THOON). They came together in 2022 with TRAION to collectively planned a response to the growing disparities and the urgency of the issues faced by Ngāpuhi tamariki mokopuna and whānau engaged with Oranga Tamariki.

Te Rōpu Whāiti is focused on:

- 1 **Facilitating a strategic Ngāpuhi response to mokopuna wellbeing.**
- 2 **Refreshing the Iwi Crown Relationship with Oranga Tamariki to establish a strategic policy approach.**
- 3 **Designing a Ngāpuhi strategic whakapapa-based approach to Ngāpuhi tamariki mokopuna engaged in the Oranga Tamariki system through a five-year phased plan and investment.**

TE PŪ O TE WHEKE COMMUNITY ROADSHOW

A highlight for our youth development work was a collective kaupapa between NISS, Te Kotahitanga E Mahi Kaha Trust, and Mid North United Sports called "Te Pū o te Wheke community roadshow", held in September 2022. This was an opportunity for us to gather the perspectives and ideas of tamariki on what their aspirations are for the future of Kaikohe.

A total of 190 tamariki participated in games and activities throughout the event representing Te Kura Kaupapa Māori o Kaikohekohe, Kaikohe Christian School, Kaikohe East School, and Tautoro School.



CYCLONE GABRIELLE RESPONSE

Cyclone Gabrielle saw a unification between the TRAION group to create a co-ordinated group response. This aligns with our strategic aspirations to be influential at local, regional and national levels.

NISS and TRAION joined with THOON who led comprehensive secondary response measures and a robust provision of information, resources, and support for whānau affected by Cyclone Gabrielle.

Leading up to the cyclone, NISS reached out to whānau to discuss strategies to assist to prepare for the weather event. Starting 15 February, our united Ngāpuhi initiative expanded to collaborate with additional providers and community groups, including Te Kona, Te Whare Awhina o Ngāti Tautahi, hapū and marae hubs and others.

While whānau were advised to contact Civil Defence and emergency services in the first instance for critical support, the TRAION group established the 0800 KIA RITE (0800 542 7483) support line. This line offered a coordinated Ngāpuhi approach to deliver health and social services resources.

NISS CONTRIBUTED:

17

social and youth workers to facilitate the outreach supports to whānau and communities including transport, satellite phones and other resources as required.

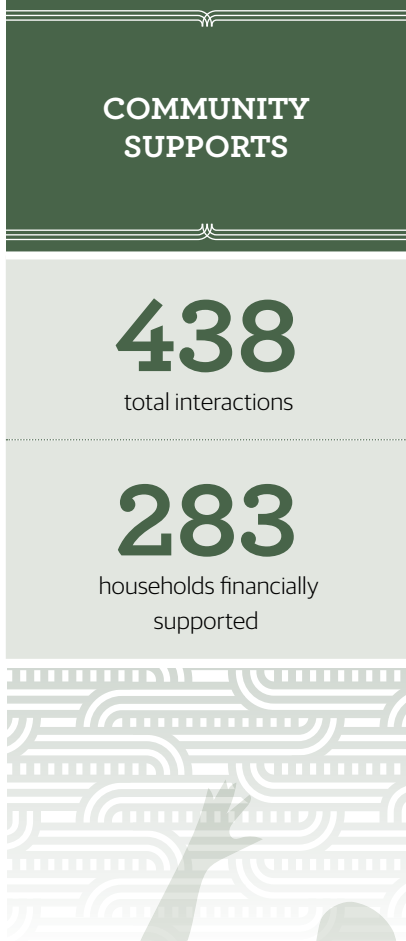
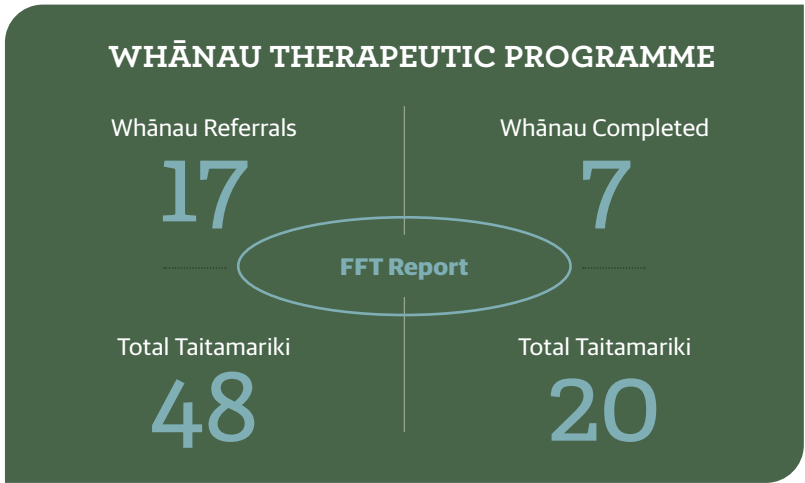
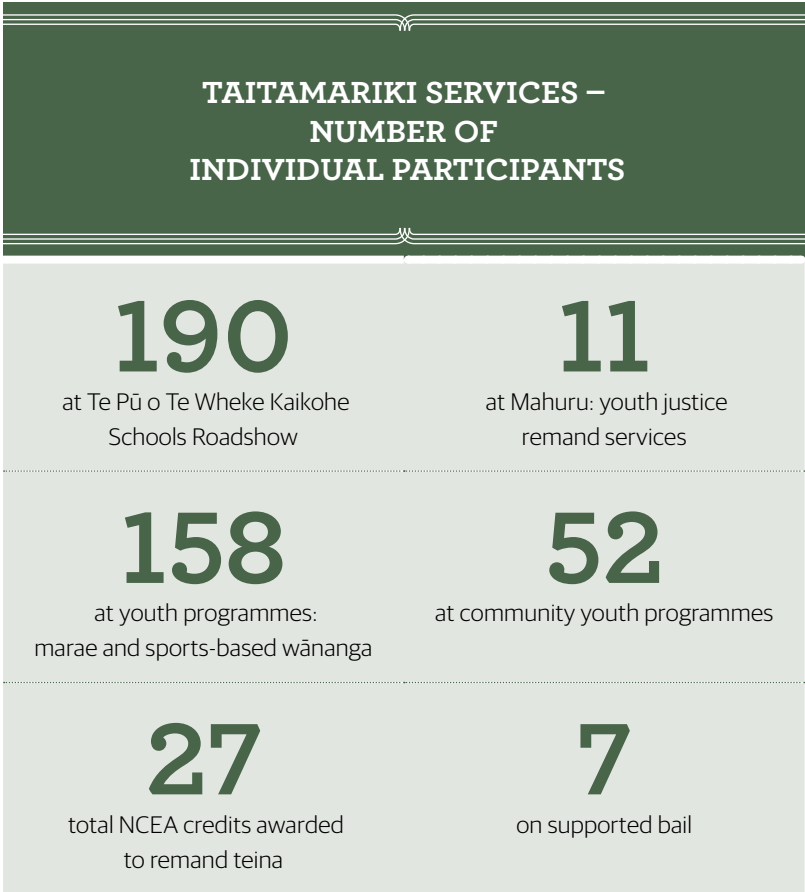
The collective
response
served over
**3,500
PEOPLE**

AND

**25
MARAĒ**
from January
to February

DASHBOARD





VOICES

from our community: acknowledging our mentors

This is just a snapshot of feedback we have received about some of our mentors:

"Thanks with all my heart to the Mahuru mentors for their consistency and reliability of their services they offered our son while under their wing. Their ability to connect with my son and be great role models has been very rewarding, inspiring and comforting."

Māmā of a teina who was engaged with NISS' Mahuru programme

"Just a heartfelt thanks to [our youth mentor] for his awhi today. After the interview, when I popped my head in to go to Court, the teina asked his youth mentor; 'Will you come in, too?' It was a beautiful thing to see."

Youth Aid Officer

"He [the teina] is all ready for his nursing course starting soon and is super excited. He spoke so beautifully about the youth mentor's engagement. He can see and feel that therapy is working. Both of his grandparents are proud of where he is today and extremely grateful."

Whānau of a teina engaged with NISS' youth justice services





AT MAHURU WELLBEING WORKSHOP.

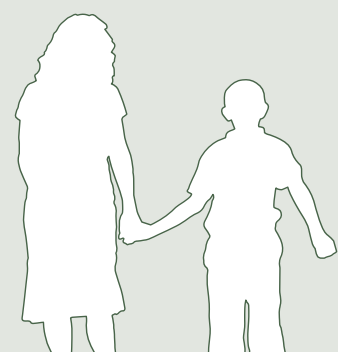
MANA AKE: MENTAL WELLBEING SUPPORT FOR TAMARIKI

In June 2023 NISS became a provider of Mana Ake services for primary schools (5- to 12-year-olds). Mana Ake provides early intervention to promote wellbeing and mental health support for tamariki across Te Tai Tokerau.

NISS will support tamariki across 28 schools. This initiative aligns to tamariki ora, and benefits tamariki and whānau directly.

NISS WILL
SUPPORT TAMARIKI
ACROSS

28
SCHOOLS



NISS ADVOCACY FOR FRAMEWORK TO REDUCE WHĀNAU DEBT

EMERGENCY/FINANCIAL SUPPORT OFFERED

3,658¹
INDIVIDUALS

41%
SUPPORTING 0-12 YEARS

11%
SUPPORTING 13-17-YEAR-OLDS

48%
SUPPORTING 18+ YEARS



CHRISTMAS HAMPER PACKING FOR WHĀNAU.

In May, we hosted a hui with Inland Revenue and Ministry of Social Development to provide feedback for their Proposed Debt Framework. The purpose of the framework is to provide an approach and criteria for policymakers to use to guide writing off of whānau debt. It has a number of principles – such as minimising hardship, showing fairness and transparency.

NISS made a submission to Inland Revenue that disproportionately high debt should be written off and that funding should be available for debt prevention. Inland Revenue made some changes to the framework, including one significant point that NISS echoed – valuing the principles of te Tiriti o Waitangi.

Although a result occurred outside the reporting period this year, it is significant to report that on 31 July 2023, Cabinet agreed to adopt the framework as a policy tool to help agencies design, implement and evaluate policy and operational processes which relate to the creation, collection or write-off of debt. The policy framework for debt to government can be found on Inland Revenue's website.

The full link is:

www.ird.govt.nz/about-us/publications/policy-framework-for-debt-to-government

1. Kai, petrol, clothing, Whānau Ora packs, Whānau Tinana packs, antigen test kits, Christmas food parcels, household items, cyclone relief, phone top ups, rent arrears, vehicle costs (WOF/registrations/repairs), and other)

BUILDING THE CAPACITY AND CAPABILITY OF OUR WORKFORCE

WORKFORCE, REFERRALS AND PLANS

24

NISS REGISTERED SOCIAL WORKERS (SWRB)

1,379

MOKOPUNA WHĀNAU REFERRALS TO NISS

703

WHĀNAU/INDIVIDUALS PLANS COMPLETED
WITH

100%

GOALS ACHIEVED

“

NISS is committed to developing kaimahi ora initiatives alongside staff to enable them to provide safe and high-quality services for whānau while also attending to self-care.



WORKFORCE DEVELOPMENT THIS YEAR INCLUDED A NOHO AT PAKANAE MARAE IN MAY.

Ngāpuhi Iwi Social Services has been working hard at providing opportunities for our staff both in professional development and kaimahi ora. We want to ensure we have a well-trained and skilled professional Ngāpuhi Iwi practitioner workforce, and that staff wellbeing is valued and maintained.

Social work and youth mentoring and development are highly demanding fields of profession practice where our staff navigate a wide range of complex and often distressing situations.

As part of this workforce strategy NISS has been hosting a range of professional development opportunities for our staff and the local NGO services.

These wānanga were led by inspiring experts from around the motu, including Judge Tania Williams-Blyth and her team, Te Korimako Legal, who train and educate iwi, legal and service providers to assist whānau who come to the attention of Oranga Tamariki. Also included was a family and sexual violence wānanga with Professor Denise Wilson and others.



MINISTER WILLOW-JEAN PRIME WITH OUR SOCIAL WORKERS IN SCHOOLS TEAM;
TE AROHA SIONE-MALE, QUEENIE KUENITELINA TANGIROA, FRANCIS HAU,
AND CAROLYN SALE.

PAY EQUITY

On 25 October 2022, Cabinet approved and funded settlement of the PSA's pay equity claim against five representative employers of community-based social workers. The pay equity settlement addressed the undervaluation of 'workers performing social work' at Barnardos, Christchurch Methodist Mission, Ngāpuhi Iwi Social Services, Stand Tū Māia and Wellington Sexual Abuse Help, the five organisations that the claims were lodged against.

NISS was the sole Māori provider included in the social work pay equity settlement.

The settlement was transformational for NISS kaimahi. Emerging findings showed that across the five organisations:

**SALARIED EMPLOYEES
AVERAGE PAY INCREASED BY**

37%

CONCLUSION

The NISS report highlights the many successes of the year and recognises the commitment and hard work of our NISS CEO, Moana Eruera, and her operations team. They continuously work towards positive outcomes for our mokopuna, taitamariki, and whānau. I also want to thank our NISS Directors for their tireless commitment to governing an entity that strives for better outcomes.

Looking forward, 2040 has been earmarked as a significant milestone to achieve considerable aspirations. We are looking forward to the contributions we can make as an organisation to support our whānau and to pull those critical levers that create system change.

Before concluding, I want to pay tribute to our long-serving Chair, Mike Kake. Mike's leadership and guidance have steered our NISS waka in a way that meant we have been able to make sound decisions in a very considered manner. Mike stepped down as our Chair in September and will remain a NISS Director. He led NISS throughout this financial year, and we are incredibly grateful for his commitment to our whānau and communities.

Mauri ora.

Erena Kara

Heamana / Chair
Ngāpuhi Iwi Social Services Ltd.

