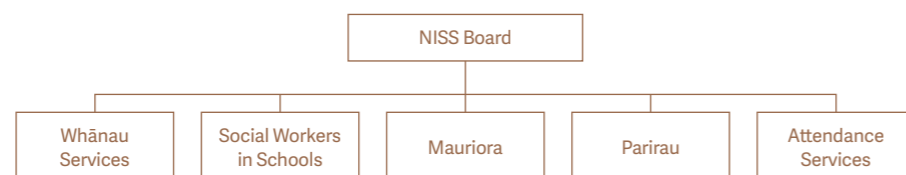


NGĀPUHI IWI SOCIAL SERVICES

CHAIR'S REPORT

Ka mimiti te puna i Taumārere
 Ka totō te puna i Hokianga
 Ka totō te puna i Taumārere
 Ka mimiti te puna i Hokianga

When the fountain of Taumārere is empty
 The fountain of Hokianga is full
 When the fountain of Taumārere is full
 The fountain of Hokianga is empty



Carol Dodd
 Chair

Their vision, mission and values energise how they support and engage whānau to help them overcome obstacles, challenges and barriers to leading happy, healthy lives.

This Ngāpuhi kōrero is a beautiful expression of the diverse relationships and responsibilities within te rohe o Ngāpuhi and the support that Ngāpuhi

Iwi Social Services (NISS) provides to hapū and whānau in times of need.

Their vision, mission and values energise how they support and engage whānau to help them overcome obstacles, challenges and barriers to leading happy, healthy lives.

THE FIVE STRATEGIC GOALS OF NISS ARE:

1. *Self Managing Whānau*
2. *Collaborative Integration*
3. *Innovative Service Delivery*
4. *Sustainable Growth*
5. *Quality and Excellence.*

NISS continues to work diligently to deliver on these goals, by building important relationships and working collaboratively with other service providers to deliver excellent health, education and social services that achieve positive outcomes for whānau who live within the boundaries of Te Whare Tapu o Ngāpuhi, whether or not they whakapapa to Ngāpuhi.

SELF-MANAGING WHĀNAU

The theme for this year's annual report 'He Wakaputanga', challenges NISS to continue to improve the ways they work alongside whānau to support them to develop, manage and achieve their own goals, and eliminate the barriers to achieving them. This requires staff to work patiently and respectfully with whānau – by facilitating protocols and processes that enable whānau to control and achieve their own dreams and aspirations. Despite challenges and reluctance from many whānau, engaging with them and the wider community is important and has improved over time. NISS is fortunate to have such skilled and committed staff.

Ten NISS staff attended training in "Motivational Interviewing" with colleagues from Child, Youth and Family (CYF) and representatives from other non-government organisations. These techniques have equipped staff with other useful ways of understanding the challenges and problems facing whānau so that they can continue to support them.

"The most obvious advantage of interviewing a child is that the child is the expert (the only expert) on his [her] feelings, perceptions and thoughts. Thus, if knowing the child's point of view is important, the interview is unsurpassed as a technique for obtaining information. If an adult wants to know what or how the child is feeling, or thinking, the adults must ask the child." (Hughes, 1988, p. 91)

The success of this training allows NISS to extend the opportunity to other current and new staff.

COLLABORATIVE INTEGRATION

NISS continues to work with other social service organisations, drawing on strengths to collaborate on important discussions and activities. There has been significant internal collaboration between front-line social workers and Parirau – Youth Service mentors to provide one-to-one mentoring for tamariki within whānau groupings. They continue to look at ways of improving their collaborative service and support protocols, particularly in terms of developing integrated assessments and plans across all NISS teams.

NISS's partnership with Otangarei Trust and Youth Horizons Trust, known as Te Pae Aronga Tai Tamariki (TPAT) has brought much needed, evidenced-based services into Te Tai Tokerau. Now that these services are well-established, they can be delivered and managed independently, without direct management support from NISS, but by Youth Horizons Trust, which manages similar services throughout the country. TPAT uses a Memorandum of Understanding to define its relationships, responsibilities, roles and functions.

Also under TPAT management, and based within the NISS office, is the Kaikohe Social Sector Trial. This initiative has been running since July 2013 and aims to improve collaboration across both government and non-government agencies to achieve better outcomes for taitamariki aged between 12 and 18 who live in Kaikohe. The desired outcomes continue to be:

- Reduce truancy
- Reduce offending by young people
- Reduce alcohol and other drug use
- Support collaboration, co-ordination and communication.

The 16 Social Sector trials operating throughout the country will be reviewed during the 2015-2016 financial year.

INNOVATIVE SERVICE DELIVERY

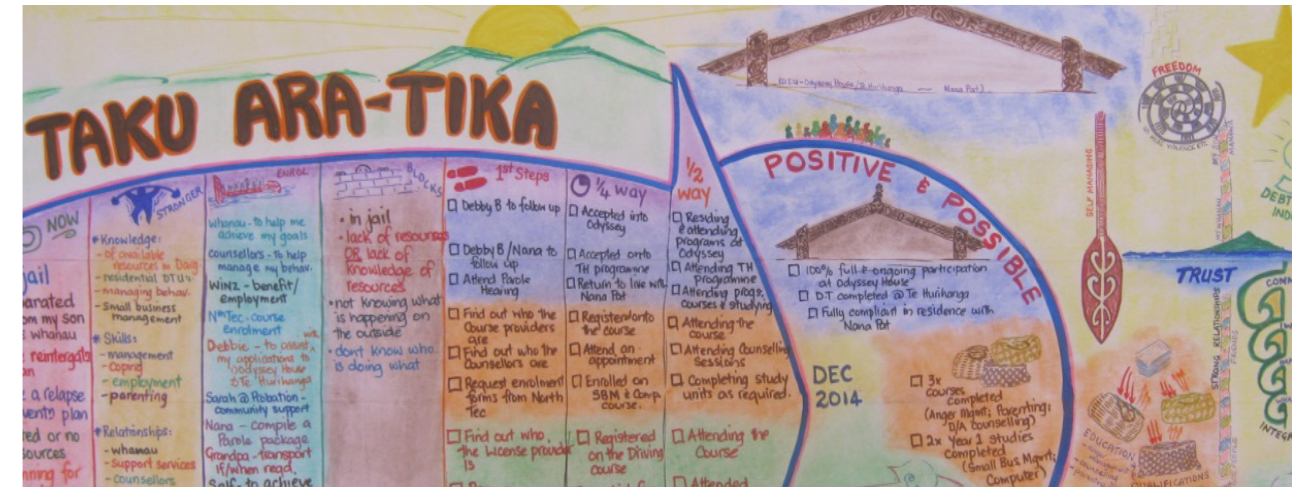
One of the tools used to help whānau with personal and whānau goal setting and planning is Planning Alternative Tomorrows with Hope (PATH). It is a graphic planning tool designed to help identify and outline what whānau want and need and how to go about achieving these goals. Due to its visual impact and simplicity, PATH has become a preferred planning tool for whānau, and with many NISS staff becoming expert PATH facilitators, they are in high demand to facilitate in whānau hui.

The entire whānau are included in the planning and decision-making process. They are the shapers, the movers and shakers, the leaders of their transformation, the creators of their future. Building strong trusted relationships and oranga/well-being are strong drivers for their plans to empower and shape their own future.

Over the last two years:

60	WHĀNAU PLANS INITIATED
10	STILL ACTIVE
11	ALREADY SELF-MANAGING
39	COMPLETED
601	INDIVIDUALS INVOLVED IN PATH PLANNING

'A picture paints a thousand words'



It's amazing how the PATH has motivated me and my whānau to change.

Most whānau prefer to develop and manage their own plans, with many happy to share progress and feedback relating to the achievement of their goals. It is therefore pleasing to receive positive comments from whānau as shown below:

"It's amazing how the PATH has motivated me and my whānau to change" (Dad)

"If it were not for NISS we would not be where we are today" (Whānau)

"This is a very good plan – it is the first time we have seen a plan like this" (Parole Board Judge)

"We can see at a glance what has been achieved in such a short space of time ... what a smart idea" (Parole Board Panelist)

"The whānau planning process has definitely brought our whānau closer together" (Whānau)

"Through the PATH plan you make us realise and own the effects of our offending... take responsibility for our action, recognise what we need to do to make positive changes... do what we say we'll do ... remain focused on a non-offending future" (Northland Regional Correctional Facility resident)

"I couldn't imagine our achievements ... it seemed like our goals were too high but once we got started there was no stopping ... I needed my kids to witness the change" (Mum)

SUSTAINABLE GROWTH

NISS concentrated on the implementation of *He Hakaahuatanga*, a set of modules designed by our Whānau Ora Collective to raise levels of cultural competence across its work-force.

Ninety-eight percent of NISS staff successfully completed He Hakaahuatanga Modules One and Two. As a result staff have reported increased understanding of the Whānau Ora values and increased confidence in applying the learnings. Many staff are now able to recite their pepeha, opening and closing karakia, karakia for kai, himene and waiata. Each of NISS's five teams takes turns at leading the appropriate protocols at staff hui, including whakatau when new staff join NISS. I am pleased with the growth of our staff in these areas both in terms of personal development and to enhance the relationships and services provided to whānau.

QUALITY AND EXCELLENCE

Supervision

NISS operates and provides services through five specialist teams, each with its own Team Leader/ Supervisor. The NISS Senior Leadership Team consists of Team Leaders, an Operations Manager and the General Manager, who meet weekly to discuss operational issues, review practice and policies, plan and enhance collaboration across teams.

"An agreed supervision relationship by Māori for Māori with the purpose of enabling the supervisee to achieve safe and accountable professional practice, cultural development and self-care according to the philosophy, principles and practices derived from a Māori worldview." (Eruera, 2005: 64)

NISS supports kaiawhina with structured relationships so that regular clinical supervision is provided. Supervision is a process where a supervisor enables, guides and facilitates the social worker in meeting certain organisational, professional and personal objectives. These objectives include competency, accountable practice, continuing professional development, education and personal support (ANZASW, 1998).

"The supervisor is a person with sufficient self-awareness; interpersonal competence and the ability to understand the working world of the other in order to be able to help the person both grow as a person and a practitioner." (Te Korowai Aroha, 1998).

MEASURING OUTCOMES

An outcomes framework has been implemented using Results Based Accountability (RBA). This framework provides indicative levels of improvement in the lives of children and their whānau and is a useful tool to ensure NISS relationships, support and services are effective. NISS staff received training in how to apply the RBA, systematically gathering information to help inform and measure:

- How much they did/what interventions and support was provided?
- How well it was delivered and received?
- Whether anyone is better off/ what positive outcomes were achieved or not achieved?

Client Directed, Outcomes Informed (CDOI) is another tool used to evidence outcomes for whānau that assists NISS to review and enhance practice and provide improved evidence of outcomes. A refresher training workshop is planned to help new staff become confident users of this tool. It is pleasing to receive stories from whānau about how NISS's hard-working staff and innovative approaches continue to help achieve positive outcomes.

NISS SERVICES

Parirau – Youth Services

Youth mentors (tuakana) come highly recommended by their communities, their marae and peers. They are confident young leaders and enablers who are able to engage and quickly build positive, trust-based relationships with tai tamariki. Mentors recently completed non-violent crisis intervention, anger management, and assessment and planning training and a second round of youth mentoring training has been provided by the Foundation for Youth Development.

In the year ending 30 June 2015:

- 156 tamariki attended 23 marae-based programmes
- Three to five hours of mentoring per week was provided for 68 young people with low level offending
- 25 hours of mentoring per week was provided for 12 tamariki on bail while awaiting sentencing
- 30 hours of mentoring per week was provided for 9 tamariki sentenced to "Supervision with Activity" in the Kaikohe Youth Court.

Tuakana are skilled to provide one-to-one mentoring with tamariki and whānau and also facilitate marae-based programmes designed to help build youth confidence and leadership.

Attendance Services

The Attendance Team supports schools to manage persistent, unjustified absence and locate students who have been absent from school for more than 20 consecutive days without a justified reason. A Team Leader and Attendance Advisors (7 FTEs) provide services for 156 schools across the Te Tai Tokerau region. I am pleased to report that all contracted KPIs have been achieved, in many cases exceeded, and our intervention and support continues to improve student enrolments into schools.

A grandmother and her three mokopuna were referred to NISS's in-home mentoring service. A fourth mokopuna had been taken into CYF care at the beginning of the year. The grandmother's two daughters, who are the mothers of the mokopuna, had chronic methamphetamine issues and had been unable to provide adequate care for their children. The grandmother had therefore become the primary caregiver. Her house had broken windows as a result of gang members attempting to recover money to pay for the daughters' drug habits. It was a mess and the clutter both inside and outside her home posed a real health and safety risk for the whānau. The grandmother also had an extensive mental health history, high medication intake and diabetes. These conditions had left her depressed and lacking in energy. She was doing her best under the circumstances but did not know how to go about changing her situation. Due to the complex needs of the whānau, several agencies had become involved and were considering a notification to CYF to have the children removed from the home.

The NISS mentor proposed an innovative initiative for a "DIY-home makeover". She mobilised support for the whānau resulting in kaimahi from NISS, and others from within the community, volunteering to participate in the DIY home makeover. This team of champions cleaned the entire inside of the home from top to bottom. Outside, trees were pruned, gardens weeded, lawns mowed and a large skip full of rubbish was dumped.

This low cost innovative initiative was a "kick start" for the whānau. The simple makeover encouraged other small changes, such as healthier kai options, increased exercise and generally a series of more positive lifestyle choices. The daughters became more open to seeking help with their addictions and started being more supportive of their mother caring for their children. The grandmother developed a plan for her depression, diabetes and medications with help from kaimahi. These gradual changes have been described by the whānau as life changing and as the grandmother says "...I feel like I have a new lease on life".

Mauriora

NISS has an ACC-accredited counsellor, supported by a kaiawhina, who work intensively with whānau at risk of having their tamariki moved into CYF care.

The counsellor works to build the whānau's resilience, confidence, capacity and capability to nurture their children and create an abuse and violence-free home environment.

The Incredible Years (IY) Parenting Programme also supports the parents of young children to develop their competence and confidence in being confident and capable parents. Having a male IY Group Leader has been especially beneficial in attracting fathers into the IY courses. Over the past year:

- 37 whānau affected by family violence and/or sexual abuse received counselling
- 15 whānau whose children were at risk of being taken into care by CYF, were supported to establish structured routines to keep their children free from abuse and neglect.

Youth Workers in Secondary Schools (YWiSS)

YWiSS was introduced in November 2014 into Bay of Islands and Northland Colleges and provides each college with a full-time, youth social worker. YWiSS is similar to that of Social Workers in Schools (SWiS), but primarily works with adolescence who are transitioning to adulthood and independence. Over the past 12 months:

- YWiSS workers received over 90 referrals over the seven months since the service was started
- There have been trends of identified growing numbers of tai tamariki struggling to positively communicate with their parents and other adults, causing anxiety and frustration for all involved. In response, YWiSS designed a programme to enhance communication skills and greater clarity of understanding called "Te Hononga – Strengthening Connections". This programme was designed for students and parents, and was delivered by two expert facilitators. Overall feedback has been very positive, including teachers who have commented on the positive changes in behavior they have noticed, and parents and students saying that the programme has provided them with useful skills and tools.

- YWiSS has enabled several senior students to attend youth mentoring training, with one of the key outcomes being that they can lead the implementation of a tuakana / teina programme into their respective colleges.

Social Workers in Schools (SWiS)

The SWiS team provides specialist social work services for tai tamariki and whānau within low decile primary and composite schools located between Whangarei and Hokianga. The level of engagement has been considerably high, with the team working with 285 children and their whānau across 30 different schools, and 308 tamariki participating in more than 30 group programmes.

Whānau

This team provides general social work support for whānau using a combination of western and tikanga-based models of engagement and practice. The most experienced PATH facilitators are also within this team, who over the past year helped more than 150 whānau receive social work advice and support.

Care

A major focus over the past year has been the planning for a Ngāpuhi Care Service in Auckland, to support almost 200 Ngāpuhi mokopuna who are currently in CYF care. NISS are pleased that more than half of these mokopuna are placed with extended whānau, however, of concern, there are many others who are placed within non-kin foster arrangements.

NISS has adopted the aspirational goal that:

"No Ngāpuhi mokopuna should leave statutory care, without knowing who they are and where they belong."

NISS is fortunate to have strong leadership within our Board of four directors, that include the Chair, CEO and a trustee from Te Rūnanga-Ā-Iwi O Ngāpuhi and our beloved Kaumatua who has several years' experience in the social services sector.

To align our efforts in achieving this goal, NISS is actively recruiting Ngāpuhi care-givers in Auckland, where CYF is unable to find whānau willing or able to do this. As part of this service and support for our vulnerable mokopuna, NISS will bring tamariki to marae-based wānanga within Te Whare Tapu o Ngāpuhi during school holidays. While in Te Tai Tokerau, NISS will also endeavour to reconnect these tamariki with their extended whānau, hapū and marae and provide them with the knowledge and relationships to identify and celebrate their Ngāpuhitanga.

NISS is fortunate to have strong leadership within our Board of four directors, that include the Chair, CEO and a trustee from from Te Rūnanga-Ā-Iwi O Ngāpuhi and our beloved Kaumatua who has several years' experience in the social services sector. As Board Chair, I provide regular reports on behalf of the NISS Board to the Rūnanga Board. The Rūnanga also provides NISS with human resources, finance, information technology, communications and office administration support.

The past 12 months have challenged NISS to ensure our engagement, relationships and support services reach those in need and I would like to acknowledge the resilience and hard work of NISS staff who make a measurable difference in improving the health and wellbeing of whānau. Thank you.

I leave you with the inspirational words of Tā Himi Henare, which underpins the vision, mission, values and strategic goals for NISS and the leadership and support they provide to our vulnerable communities.

Kua tāwhiti ke tō haerenga mai, kia kore e haere tonu.

He tino nui rawa ōu mahi, kia kore e mahi nui tonu.

You have come too far, to not go further.

You have done too much, to not do more.

Tā Himi Henare 1989

Mauri Tū, Mauri Ora, Mauri Whānau

Carol Dodd
Chair



4 He mea matou heia tuhituhia he
tena o tena o ito matou hea
ngarane he hea atu i toa
he hea he hea mo mo a mo to

☪ Tamatāne ki te hauāuru,
tamawahine ki te marangai,
hakarongo ki ngā tai kōrero,
hei oranga mō Ngāpuhi ake.

Lorraine Young

TE RŪNANGA O TAUMARERE KI
RAKAUMANGAMANGA
Trustee

Listen to the male tide in the
west and the female tide in the
east, where you will hear the
words of our ancestors that will
guide us forward into the future.

