



CHAIR'S REPORT

Tā te Heamana o Ngāpuhi Iwi Social Services



NGĀPUHI IWI SOCIAL SERVICES BOARD OF DIRECTORS

Michael Kake	Chair
Tony Dowling	Director
Te Miringa Huriwai	Director
Te Rau Allen	Director

**Whakataka te hau ki te uru
Whakataka te hau ki te tonga
Kia mākinakina ki uta
Kia mātaratara ki tai
E hī ake ana te atakura
He tio, he huka, he hau hū
Tihei mauri ora!**

*Cease the winds from the west
Cease the winds from the south
Let the breeze blow over the land
Let the breeze blow over
the ocean
Let the red-tipped dawn come
with a sharpened air.
A touch of frost, a promise of
a glorious day.*

**Michael Kake**

Chair – Board of Directors
NGĀPUHI IWI SOCIAL SERVICES

A NEW VISION, A NEW INSPIRATIONAL FUTURE FOR NGĀPUHI IWI SOCIAL SERVICES (NISS)

TE KORE..... TE PŌ.....

KUA TAE A NGĀPUHI KI TE AO MĀRAMA

In May of this year, NISS staff, with input from the NISS Board, took time to engage in a critical and strategic thinking process to reflect on the current political, social and economic landscape within which they operate and provide support to whānau. This broad assessment was critical as the landscape within which NISS operates has changed significantly over the past year. These changes were discussed and reflected on at the level of whānau, hapū and Iwi.

Other significant changes were identified in the machinery of government, particularly in terms of:

- the Children, Young Persons and Their Families Act 1989 (CYP&F Act)
- the new government agency - Oranga Tamariki, created in the wake of the Rebstock Review of Child, Youth and Family (CYF) which resulted in the publication The Expert Panel Report; and, the forthcoming General Election 2017.

The opportunities identified for NISS were articulated as 'working on the business' through innovation, creativity and strategy and 'working in the business'. Working in the business is a strong organisational space both historically and within the current organisation. A commitment to Ngāpuhitanga and for NISS to continue providing whānau with the services and support we are able to provide, in ways where Ngāpuhi recognise as their own, was also clearly articulated.

Working on the business was identified as a major growth opportunity for NISS and perhaps the biggest single next step NISS could take to improving how we support operate and support whānau. Growing the business systems, infrastructure and tools available to NISS, including marketing, communications plans and media strategies (to promote and share the good news, events and best practice) were identified as growth strategies.

WHĀNAU SERVICES

260

WHĀNAU SUPPORTED THROUGH A RANGE OF ISSUES



HEI HUARAHI

There is an increasing number of Ngāpuhi taitamariki who for many reasons are disconnected from their tribal region and whānau links. Whakapapa, knowing and being part of an intimate whānau, hapū and Iwi is the cornerstone of maintaining the mana, mauri and wellbeing of taitamariki no matter where they are from, where they are living and their whānau situation.

Thanks to Te Miringa Huriwai, a comprehensive manual Hei Huarahi has been completed for NISS kaimahi to facilitate three sequential hui as one complete programme.

Hei Huarahi is an interactive, carefully structured, sequential course that requires three consecutive marae hui and has been developed with four main objectives:

1. To discover, explore and consolidate the taitamariki potential links with and to Ngāpuhi. Māori trace and connect their bloodlines through to tūpuna and whenua, which links to whānau, hapū and Iwi. Awareness is essential when we say, "I am Ngāpuhi".
2. To introduce Ngāpuhi history and relationships through to the present. The present situation occurs as a result or reflection of past events. Knowing and understanding these will help taitamariki to assess their current situations and expand their future options.
3. To gain skills and knowledge about Ngāpuhi marae protocols, basic reo and tikanga. A level of comfort around basic marae procedures, reo and some standard Ngāpuhi traditions will enhance taitamariki self-confidence, increase their knowledge levels and help develop their self-esteem and pride in who they are.
4. To share skills and strategies to assist the taitamariki in their futures and enhance their life skills. When we know where we come from and what we have gone through we can make better decisions about where we want to go.

Through a trial and error approach to determine what works well, Hei Huarahi was trialled during October, January and April school holidays at several Ngāpuhi marae including Moria, Te Rawhiti, and Kohewhata marae. This approach supported the stories connected to the hakatauki:

*Ka mimiti te puna i Taumārere
Ka tōtō te puna i Hokianga
Ka tōtō te puna i Taumārere
Ka mimiti te puna i Hokianga*

The successful trial programme involved approximately 20 taitamariki from local schools and 20 from the Auckland region who were in the custody of CYF.

CHANGES TO THE CYP&F ACT

The Chair of the Ngāpuhi Rūnanga was involved in the Iwi Chairs representation to the Select Committee earlier in the year. As a result of very strong influence, advocacy and involvement from Iwi, including a high number of submissions from across the country, significant amendments were made to the proposed legislation.

In summary, the key outcomes were:

- Essentially the same foundation and content as the 1989 Act, but stronger and with clearer focus on dealing with Māori children, young people and whānau
- Addition of three pou (guiding principles) expressed as universal for all children
- Mana tamaiti
- Whakapapa
- Whanaungatanga
- New duties of the Chief Executive (CE) to recognise and provide a practical commitment to the principles of Te Tiriti o Waitangi.

NEW DUTIES OF THE CE OF ORANGA TAMARIKI

- Develop policies and practices to reduce Māori disparity by setting measurable outcomes for Māori children and young people
- Policies and practices should have regard to the three pou
- Develop strategic partnerships with Iwi and Māori organisations to encourage innovation and improve outcomes by providing opportunities to delegate functions to Iwi
- The CE has a duty to respond and report annually on steps taken.

VOYCE: VOICES OF YOUTH WHO ARE CARE EXPERIENCED

After a year of consultation, negotiation and development, VOYCE – Whakarongo Mai, the independent advocacy and connection service for tamariki and taitamariki in state Care, was officially launched in Auckland on 1 April this year. Four of the biggest philanthropic Trusts – Tindall, Vodafone, Todd Foundation and Foundation North jointly funded the service with government. An office has been set up in Mt Eden and staff recruited. A hub of Youth Advocates is planned for Tai Tokerau in 2018. Over the next four years, other regional hubs will be established around the country with an additional 40 Youth Advocates.

It is also pleasing that NISS General Manager, Liz Marsden is now a trustee on the new VOYCE-Whakarongo Mai Board, having previously been a member of the steering group.

LEADERSHIP CHANGES

The Tai Tokerau Attendance Service (TTAS) Team Leader Carina Dickson, resigned from NISS in early June to take up a role as Northland's General Manager for Habitat for Humanity. Keryn Bristow who was Acting TTAS Team Leader while Carina was on parental leave last year, picked up the role again while the position was being advertised.

Sue Vaughan was also confirmed as the Team Leader for Social Workers in Schools in January, at the same time as Ngaire Wycliffe was confirmed in the Practice Leader position.

ISSUES IDENTIFIED

Over the year we identified

- 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
- Addictions triggering whānau violence
- Poor housing and overcrowded conditions.
- Little or no access to public or other transport in rural areas
- Inadequate mental health services.

YOUTH SERVICES

134

INTERVENTIONS
WITH YOUTH AT RISK
OF OFFENDING

SUMMARY OF NISS SERVICES DELIVERED

- Whānau services – 260 whānau supported through a range of issues
- Youth services – 134 interventions with youth at risk of offending
- Social Workers in Schools – 32 schools; 444 students provided with 1:1 services; 797 participants in group programmes
- Marae programmes – 278 taitamariki attended
- Attendance Service – 117 schools signed up for services.

I wish to acknowledge NISS General Manager Liz Marsden, who continues to provide leadership for her team to improve the lives and living conditions of vulnerable Ngāpuhi whānau.

I also thank NISS kaimahi, a group of dedicated, patient and caring people who often work in challenging circumstances and with people seeking help. You are indeed a special group of people with special attributes of understanding, patience, manaaki and aroha. Thank you for the mahi you do and contribution to achieving positive outcomes for NISS and Ngāpuhi whānau.

I extend thanks to the NISS Board for your leadership and support, and wish to acknowledge Carol Dodd, who resigned in January 2017, for Chairing the Board for many years.

Noho ora mai i roto i ngā mihi.

Michael Kake

Chair – Board of Directors
Ngāpuhi Iwi Social Services



Whānau gathered to open the new NISS/TRAIION office in Whangārei

SOCIAL WORKERS IN SCHOOLS

32

WHĀNAU SUPPORTED
THROUGH A RANGE
OF ISSUES

444

STUDENTS
PROVIDED WITH
1:1 SERVICES

797

PARTICIPANTS
IN GROUP
PROGRAMMES



case studies



A whānau was referred to NISS by Police due to verbal, physical and psychological violence amongst whānau members, and concerns for the care of their 87yr old mother. The kuia has 14 children. The violence was present during times when children, grandchildren and great grandchildren were all present.

A whānau whānui list was compiled which enabled kaimahi to meet all whānau members with the view of strengthening whanaungatanga and whakapapa links, and addressing the violence. Whānau members raised issues of their own anger, being undermined, whenua, land ownership, unresolved grief, tuakana and teina issues, the care of their mother and the different types of abuse taking place in the whānau. All whānau members agreed that the most important issue of all was the care and welfare of their mother and to stop the abuse in the whānau.

All whānau members engaged, some reluctantly and others enthusiastically. Most appreciated the opportunity to share and air their views and feelings with each other. All agreed that the violence had to stop. Legal advice is being sought, but at least the violence has stopped. At the request of the whānau, NISS continues to support whānau to resolve other complex issues



A young person living with his parents in a neighbourhood with antisocial peers, found it challenging to say no to them or send them away. He had been disengaged from education for over a year. The mother was very protective and unable to recognise or acknowledge her son's high risk behaviour.

NISS provided support included mentoring, advocating in court for change in bail conditions, and supporting the young person to gain exemption from mainstream schooling so that he could attend a course instead.

The young person became engaged in a variety of sports, including basketball and rugby league, and the whānau was supported to address and change the home environment for young person. He has since been chosen to participate in sports at a premier level. He also attends his course daily and has a goal to work towards. Importantly he knows what positive behaviour looks like and has pride in himself and his achievements.

Negative peers are still in his life, however he is now able to confidently say no to them and able to make informed choices due to his new knowledge and skills. His positive behaviour reflects this.