



# TĀ TE HEAMANA O NGĀPUHI IWI SOCIAL SERVICES

## Chair's Report



## NGĀPUHI IWI SOCIAL SERVICES BOARD OF DIRECTORS

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## Michael Mauhaere Kake

Heamana - Chair

### Āio ki te rangi Āio ki te whenua Āio ki ngā tangata katoa Tihei Mauriora

As Chair, I am pleased to present this report on behalf of Ngāpuhi Iwi Social Services (NISS) for the 12 months ending 30 June 2018.

This report highlights two 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.

### MAHURU - TAI TOKERAU YOUTH REMAND SERVICE

One of the most significant achievements for Ngāpuhi Iwi Social Services (NISS) has been the establishment of a Youth Remand Service to provide rehabilitative support and care for taitamariki who have offended.

In Te Tai Tokerau around 40 taitamariki committed crimes last year, serious enough for them to be remanded into the custody of the Chief Executive of Oranga Tamariki (OT). They were subsequently placed in Youth Justice Residences or Remand Group Homes, mostly in Auckland. More than 90% of them whakapapa to Ngāpuhi, and 96% were males. The main contributors to their offending appeared to be drug and alcohol abuse, family violence, mental health issues and non-enrolment in education or training. A high number of them also had a care and protection (OT) background.



In a positive response to a tender process, NISS offered an alternative model to an 'institution' in the middle of an urban area. In this alternative model, six to eight sets of highly skilled caregivers would be recruited and trained to provide one to one specialist care for these taitamariki, within the caregivers own homes. Keeping them apart from each other (as they often offend in groups) will help to keep them free from further offending, and reduce the likelihood of absconding. Many of these young people have never experienced what it is like to belong to a well-functioning and caring whānau.

Each tamaiti / kotiro will board overnight and weekends with care-givers for a four to six week period. From 9am - 5pm, Monday to Friday, two of NISS's youth mentors (tuakana) will work with each tamaiti / kotiro (teina) and assist them to work through a plan. Each plan will include whānaungatanga, whakapapa, the history of Ngāpuhi, visits to sites such as Arai te Uru, Whiria, Ruapekapeka, and kōrero delivered by local kaumātua and kuia. Also included will be a focus on supporting these taitamariki to re-engage in education, training or employment. Their health needs will also be addressed as far as possible over the period.

NISS has been informed that this is the first time anywhere in the world that such a model has been approved. NISS's biggest challenge is finding whānau who are prepared to provide one to one care for this group of taitamariki, and is still actively seeking to increase its pool of caregivers.

## IWI JUSTICE WĀNANGA

In August, Liz Marsden presented at a wānanga convened by the Justice Iwi Leaders Group at Hopuhopu, Tainui, where the kaupapa was Iwi responses to sentencing and to Māori children in need of care and protection.

Justice Joe Williams delivered a powerful opening speech with a hard-hitting challenge to Iwi to **'hīhiri tu, hīhiri ta' - make a stand, take action.**

Justice Joe's core message was around leadership - comprising courage, hard work and vision. He said courage on its own is sheer obstinance; hard work on its own is dumb labour; and vision on its own is just empty words. Change can only occur when all three are at play. Vision must show the way. He also went on to say that Iwi must be relevant and he challenged Iwi to commit to: **'no Māori sentenced, no child removed without Iwi involvement / intervention.'**

Children's Commissioner, Judge Andrew Becroft, formerly the Chief Judge of the Youth Court, was another inspiring presenter. He talked about the 5,000 children in state care, of whom more than 3,000 are Māori (and more than 30% whakapapa to Ngāpuhi). Forty percent of the tamariki in Care, end up in the criminal justice system.

Like Justice Joe Williams, Judge Becroft urged Iwi to 'stop this happening and don't hand this problem over to the state'. The solutions lie within genuine partnerships between Iwi and government. After hearing that NISS was preparing to develop a different approach for a Remand Service, Judge Becroft responded that it was 'music to my ears' and that he had waited a long time for Iwi to move into this space.

# 36

WHĀNAU WERE ASSISTED TO ADDRESS ISSUES OF ABUSE AND FAMILY VIOLENCE

## PROFILE - NGĀPUHI IWI SOCIAL SERVICES

Largest Iwi Social Service Provider in Aotearoa

Offices in Kaikohe and Whangārei

40 staff across 5 teams

- Youth Services
- Social Worker in Schools (SWiS)
- Youth Workers in Secondary Schools (YWiSS)
- Mauriora (Family violence prevention)
- Whānau Team

### KEY SERVICES:

- Youth mentoring
- Whānau support and advocacy
- Social work & care services
- School, marae, tamariki in care services
- School attendance service
- Parenting programmes
- Family violence prevention
- Marae-based holiday programmes

# CASE STUDIES



## MAURIORA TEAM (FAMILY VIOLENCE REDUCTION SERVICES)

### NISS PROVIDES RELIEF FOR STRUGGLING FATHER

The court process can be very stressful, especially waiting to be charged, and then sentenced. It takes its toll on the whole whānau.

A support letter from NISS recommended neither a fine nor community service as this father has four young tamariki and is self-employed. Because his last contract was undervalued, the whānau were struggling to make ends meet. Also, the tenure of their rental accommodation was due, yet another big stress to contend with – homelessness. The Judge took on NISS's advice and put the father on nine months probation. This gave the whānau time to deal with their relationship issues as well as look for a new home, without the burden of a fine and community service.

### NISS SUPPORT KEEPS MOTHER OUT OF JAIL

In a side room at a courthouse the lawyer told our mutual client to prepare herself for the possibility of jail. There were tears of shock and disbelief.

Both Oranga Tamariki and Probation thought a custodial sentence was appropriate though neither agency had really witnessed any progress, unlike NISS who adopts a 'hands on' approach with whānau to sort out their myriad of issues. Fortunately the Judge and Police Prosecutor agreed with our support letter advocating rehabilitation as an alternative to jail. The Judge and the Police Prosecutor felt that jail was too severe and seemed relieved that another option had been placed on the table. The Judge sought to review this case later in the year. Naturally, the mother was very relieved not to be incarcerated.



### THE WAIT WAS WORTH IT...

A whānau had a long history with agencies. The lawyer rang NISS to check on his client's verbal statement around counselling. The lawyer stated that the Judge would wait for NISS to arrive before sentencing our mutual client. The NISS social worker rushed to the courthouse and when the mother was being sentenced, the Judge asked NISS and a representative from 'Man Up' for verbal reports. Because the mother had already served six weeks in jail, and after listening to the report, the Judge was satisfied that what was being put in place was appropriate. The mother was able to walk from the courthouse free of restrictions, with only a suspended sentence, meaning as long as the mum stayed out of trouble, there would be no further court appearances. Another pleasing outcome!

### WHĀNAU FACILITATION

A young lady was ready to give birth. Her grandfather is the legal guardian to the mother-to-be and he had not met the baby's father properly, nor his parents.

The father was in NISS's care and wanted access to the granddaughter as well as being present at the birth of his child. Grandfather requested support from NISS to help organise and facilitate a whānau hui. Part way through the hui, his granddaughter started into labour. The young parents-to-be stayed engaged and participated through the duration of the whānau hui by voicing their own wants and desires, in te reo Māori. Te reo me ona tikanga were key success factors in restoring the mana and tapu of two whānau. Hohou-te-rongo for both whānau and their mokopuna tuarua was accomplished through this facilitative and healing process.

# CASE STUDIES



## WHĀNAU TEAM

### CAREGIVERS ARE AMAZING!

Due to a caregiver becoming unwell, NISS needed to find other care options for tamariki who had lived with her for several years.

To plan the transition back to whānau, several case consults were held with Oranga Tamariki to discuss time frames, hui with whānau, meeting with the caregiver and interviewing the tamariki. The NISS social worker met with the caregiver on three occasions to support her through the transitioning. This is a difficult process as it involves attachments and grieving. The social worker used these discussions to acknowledge the positive role the caregiver played in providing a loving, stable home for many tamariki over many years and to also emphasise the importance of taking care of her own health.

The NISS social worker was present when the children were picked up by Oranga Tamariki and taken back to whānau. She remained with the caregiver for some time after they left and has kept in touch since. This caregiver has provided care for vulnerable tamariki for many years and is reportedly NISS's first caregiver. Sadly, due to her illness, she is unable to continue in this role. To acknowledge the caregivers amazing work with our mokopuna over many years, NISS plans to host an event in her honour.

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A NISS social worker assisted the father to enrol in the 14-week Incredible Years Parenting Programme. He graduated top of the class in June 2018.

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### A DIFFICULT UPBRINGING, A LOVING MAN, A DEVOTED FATHER

A solo father of a large whānau is alleged to have physically abused his children. He has not had access to the children since December 2017.

A NISS social worker assisted the father to enrol in the 14-week Incredible Years Parenting Programme. He graduated top of the class in June 2018. The tutors indicated that the father shared lots of positive kōrero and life experiences with the class, which in most cases helped other parents with difficult situations. This father shared his childhood experience, disclosing that he merely utilised the same harsh discipline that his father used on him, thinking it as normal behaviour.

The social worker also arranged for father to attend family violence counselling where he engaged willingly and completed the five sessions, recognising that in order to provide positive and safe parenting, he needed to make changes.

Now that there is evidence, the social worker is currently negotiating with the Police and Oranga Tamariki for the father to have supervised access to his children.



# CASE STUDIES



## SOCIAL WORKERS IN SCHOOLS (SWiS)

### HELPING A YOUNG MAN GET BACK ON TRACK

A young man was referred to the SWiS team because of behavioural issues that were causing problems at school and at home. He lived with his mother, step father and another sibling. The young man had made comments to his mother that his life was not worth living. There were suspicions within the family that he may have undiagnosed special needs that were impacting on his learning and behaviour. The rest of the whānau were struggling with the young man's behaviour, particularly his angry outbursts and inability to control his emotions. Before SWiS was able to meet with him, the school advised that he had run away from home after his step-father had told him to 'disappear'. He was picked up by Police and taken to his Aunt's home as his parents were reluctant to have him return to their home. Mum felt that his behaviour and constant arguing with his step-father would split up the family. She acknowledged that the step-father had a regimental style of parenting and that anyone who stepped out of line would be punished – however she also felt the children needed this "firm hand" to keep them in line and teach them how to behave as they are told.

SWiS met with the Aunt who was willing to have the young man live with her. She felt he needed support, love and somewhere safe to be as "he's had lots to deal with in the past". When SWiS met with him he shared that he was tired of not being listened to, or given the time to explain things; he has always been bullied, since primary school; he didn't feel safe at school; he identified he would like help in making friends; he was very stressed. Despite this, he felt he was thriving in his aunt's home and identified he wanted help to take control of his emotions, learn how to stop sabotaging his friendships and see positives rather than negatives.

### POSITIVE INTERVENTIONS

The NISS team identified and implemented strategies that helped a young man to lower his stress levels. Each stressor was identified over time and strategies implemented to deal with them. There was also an experiment about how smiles are infectious. The young man was to consciously smile at different times at school and pay attention to how other students responded. He soon worked out how useful this simple technique was and how positive the responses were.

  
528  
NEW CLIENTS

  
797  
GOALS ACHIEVED

  
595  
CLOSED CASES

  
TAMARIKI ATTENDED PROGRAMMES

It was a long journey for the young man to unpack and understand his emotions. The more he found the freedom to safely talk, the more he realised the impacts his upbringing and influence his step-father had on him and the person he had become.

Bursting The Bubble is a Cognitive Behaviour Therapy programme used by SWiS for children to explore, understand and learn how to appropriately respond to their emotions.

He has been able to make and maintain friendships with his student peers. He is enjoying life and has moved into a much more positive space. He still has struggles from time to time, but he has the skills and techniques to be able to deal with these much better. He has reduced his out-of-class time and now has a group of solid friendships within the school community.

# CASE STUDIES



## YOUTH WORKERS IN SECONDARY SCHOOLS (YWiSS)

A young person who was stood down for assaulting another student, completed a court-ordered Psychological Assessment. The outcome of the assessment indicated that the young

person was cognitively functioning at the level of a seven year old, although he was 15. The assessment results were released to NISS and a mentor was assigned. YWiSS worked alongside the school and advocated for the student to access support services at school such as counselling and a teacher aid when he was ready to return to school. The school was unaware of the level of support and intervention that would be required for this student. By advocating for the student, ensuring that there was a clear plan regarding classes to attend, and that senior staff at the school were aware of positive ways to engage with the student, YWiSS has helped make him make a positive return to school. He is continuing to attend and engage in mainstream education.



# 120

YOUNG PEOPLE  
REFERRED



# 109

CLIENT CASES  
CLOSED



# 81

YOUNG PEOPLE  
ACHIEVED GOALS



# CASE STUDIES

## TAI TOKERAU ATTENDANCE SERVICE (TTAS)

The primary objective for the TTAS team is to return students back to school or to a legal learning centre. However, this is not an easy task to achieve. Success is measured against set time frames and how quickly the desired results are achieved. 81% of TTAS students are Māori, and most are Ngāpuhi.

### YOUNG MINDS CONTINUE TO GROW

A 15 year old student refused to attend school. His parents wanted him to receive an education, but were unable to persuade him to finish his schooling. When TTAS visited the home the student ran into the bush and waited until TTAS has left. This occurred several times.

In November the student turns 16 years old and can legally leave school. However, the student cannot read or write at his age level but he is skilled in local knowledge i.e. working at marae, catching food, gardening by season, grave digging and cleaning cemetery, etc. Time frames were not achieved in this case however, the approach taken was to transform his home environment into a learning centre by focusing on the

knowledge he did have, particularly in working in and around the marae. He learned about quantities required to feed manuhiri, which crops are best; when is the best time to prepare the ground and plant etc. We validated what he already knew which gave him a sense of pride and mana. TTAS will continue to visit him until he turns 16. He no longer does 'a runner'!

### POSITIVE STEPS FOWARD

Regretfully a common environment that our TTAS often engage in - a mother of four who is gang-affiliated and dad is in jail. Their tamariki mix and interact with other gang children and whānau, and frequently truanting. The older children have been offending. After being given a second chance by the court, the mother was sternly advised to make immediate changes or lose her younger children to state care.

One of the teenage daughters wanted to be an Early Childhood teacher but realised that a short-term plan was urgently needed to comply with Court conditions that require her to engage in education. Subsequently the TTAS team suggested she investigate different options. With support from the Youth Services team, she was accepted at the Alternative Education centre.

At a recent home visit, TTAS was informed that she is attending regularly. Time frames have been achieved, and the mother is proud of the changes she and her tamariki have made. The risk of tamariki being uplifted by Oranga Tamariki, has significantly reduced.



# 821

NON-ENROLMENTS  
OPENED  
**711 CLOSED (86%)**



# 827

UNEXPLAINED  
ABSENCE'S OPENED  
**785 CLOSED (94%)**



# 81%

TTAS  
STUDENTS  
ARE MĀORI

# CASE STUDIES



## YOUTH SERVICES

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### FROM NON-ATTENDANCE AT SCHOOL TO FULL ATTENDANCE IN LIFE

A young girl was referred to us because of offending behaviour and non-attendance at school. After a term at school, this young person felt pressured by negative peers and began engaging in negative behaviour and truanting from school. She had returned home to live with her mother and was not engaged in any educational activity during the day. Her mother was supported to attend and graduate from the NISS Incredible Years Parenting programme. Her daughter was supported to complete her First Aid Certificate, attend a Drug & Alcohol Programme and participate in NISS Hei Huarahi marae programme. Positive outcomes for the young girl included developing a CV, opening a bank account, participating in a Basketball Camp, helping pack and deliver Christmas Hampers to whānau, and enrolling in a Hospitality course at People Potential. This young person achieved all of her goals, is more independent and hasn't needed to return to NISS.

### RAISING YOUNG BOYS INTO GREAT MEN

A taitamariki was involved in offending behaviour over the summer holiday period. His relationship with his parents was negative and he was spending a lot of time with negative peers engaging in alcohol use and being bullied.

During his time with NISS's mentoring service, he engaged in activities that increased his cultural knowledge such as a guided tour through Waitangi, involvement in our Hei Huarahi marae programme and developing his pepeha. At first he wanted to return to mainstream schooling however, after attending for a few weeks he made the decision that mainstream was not for him. He and his mentor discussed alternative options for daily structure and an interim plan suggested by his parents was that he work for his father (a painter) until he was motivated to engage in something more permanent.

His mentor supported the young boy to attend a First Aid Course and study towards his learner's license. His parents also focused on building a positive relationship with their son, by implementing consequences and rewards for his behaviour. The mentor commented that this was the first time he had observed the parents doing this, although they had always tried to support their son, they did not always know how to support him.



As the largest Iwi Social Services provider, we look forward to another challenging and rewarding year in 2018/2019, and the opportunities to continue to help those in need.



After kōrero with his mentor and exploring course options, the young boy made the decision to attend a farming course. He is thoroughly enjoying the course and is building positive relationships with his parents, tutors and peers. His mentor has connected him to possible future employment. He exited from NISS services with 80% of his goals achieved and confident that he would complete the rest independently without NISS. Pai mutunga!

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### CONCLUSION

These stories provide an insight into the challenges our NISS teams face everyday, working with mokopuna, taitamariki and whānau who are under considerable duress. Our kaimahi, lead by General Manager Liz Marsden are indeed special people with sharp minds and kind hearts.

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 2018/2019, and the opportunities to continue to help those in need.

### Ngā mihi mahana

#### Michael Mauhaere Kake

Chair  
Ngāpuhi Iwi Social Services



**Hikitia e ngā Iwi  
Kia rewa ki runga**

To my people  
Uphold and exhalt