

Ngāpuhi Iwi Social Services Annual Plan 2024-2026

STRATEGIC FOCUS AREAS	Hononga We foster strong enduring relationships with all stakeholders				He Ao Hurihuri We continously build, adapt, and improve our organisation to deliver our vision and contribute to whānau and indigenous development					Ngā Taitamariki We support the holistic well-being of Ngāpuhi taitamariki to develop as leaders		
POLICY OBJECTIVES	We strengthen relationships with the Ngāpuhi group, whānau, hapū and community We build strong mana enhancing relationships at NISS				We develop and implement a Ngāpuhi integrated service delivery model and practice framework grounded in the Dynamics of whanaungatanga Secure NISS premises that promote staff and whānau wellness Develop a strong risk and assurance system and culture Strengthen strategic innovation and investment Build efficient and streamlined operational systems and processes					Develop a Ngāpuhi Taitamariki Strategy Create Ngāpuhi taitamariki leadership opportunities Taitamariki connection to whakapapa		
WORKSTREAMS	Build stronger relationships across the Ngāpuhi group Strengthen digital platforms and content for engagement Implement mechanisms to promote, grow relationships, influence and work collaboratively with external stakeholders Strengthen NISS organisational culture				Completion of a NISS service delivery model, process and practices Develop a short term and long term plan for property Develop a quality assurance and risk process Embed the strategic innovation team into NISS operations Improve operations policy and systems and create operational efficiencies					Increase taitamariki voice to lead strategy design Provide development initiatives with taitamariki Develop mechanism, resources and tools to strengthen connection to whakapapa		
ACTIVITIES	Includes: Strategic relationship management Ngāpuhi roadshow Support of Ngāpuhi Kaunihera Kaumatua Kuia Includes: Scheduled social media campaigns Continued development of communication and digital platforms Implement the podcast channel of 5 x series per year and transition to BAU Includes: Foster relationships with agencies (both nationally and regionally) Strengthen relationships with other iwi and NGO service providers Strengthen relationships with school communities through the delivery of SWISS, YWISS and Mana Ake Partner in collaborative community events Increase our evolving relationships with businesses to generate training and employment opportunities for whānau Includes: Be the Dynamics Of Whanaungatanga in behaviour and actions Hold NISS kaimahi Hui-a-Tau, wellbeing and planning wānanga Increase use of Ngāpuhi reo, tikanga, waiata, mōteatea, whakapapa kōrero				Includes: Development and trial of Te Pou Tuatahi triage process Design the Tomokanga (end to end practice process) Implement the Ngāpuhi Toiora outcomes framework Includes: Secure interim premises Finalise a long term property development plan Investigate outreach/ satellite and expansion options Includes: Accreditation review approved Design a NISS quality assurance process Improve risk mechanisms and mitigations Includes: Team resourced and implementing a programme of work Develop a strategic investment strategy Explore initiatives that support māmā Includes: Workplace digitisation implemented Improve I.T and data systems to improve data capture and analysis					Includes: Continue design and development of taitamariki strategy, including the voice of taitamariki Prioritise options identified in taitamariki strategy for implementation Sustain investment and implementation of the taitamariki initiatives Includes: Developing Ngāpuhi Tamariki N9 Symposium Deliver Above the Rim wānanga Continue training tamariki podcast interviewers Includes: Deliver Hei Huarahi wānanga Develop mokopuna whakapapa resources Design and test Whakapapa digital tool		
STRATEGIC FOCUS AREAS	Mana Motuhake We inspire whānau and hapū to pursue their potential by providing access to resources and services they need, when they need them				Kia Tū Pakari We develop innovative and competent Ngāpuhi iwi practioners							
POLICY OBJECTIVES	Build tamariki and whānau informed services Mokopuna advocacy Whānau and community development Reduce and prevent Ngāpuhi tamariki and whānau going into the system; support them through the system and their transition out				Our people our workforce Strengthen practice and tamariki and whānau experience of services							
WORKSTREAMS	Tamariki and whānau inform NISS continuous improvement cycles, design and development Develop mokopuna advocacy approach Create opportunities for whānau and hapū collaborative services and initiatives with NISS Continue initiatives that support Ngāpuhi tamariki and whānau to reconnect to whakapapa and express rangatiratanga in their lives				Implement Workforce development and wellbeing Continued Professional development Ensure kaimahi have the tools to do their jobs Ngāpuhi practice development Dynamics of Whanaungatanga							
ACTIVITIES	Includes: Whānau feedback mechanism implemented Establish tamariki voice mechanism Includes: Advocate for the rights of Ngāpuhi tamariki and all tamariki and their whānau Create and support an advocacy group for taitamariki (ie Far North Youth Network) Includes: Continue to umbrella groups Sustain Kaikohekohe Whata Kai and Mahinga Kai Support Te Rōpu Whāiti to implement enabling communities Develop collective wānanga/group work for whānau and community development Includes: Tātai Hono resources are developed, trialled and implemented into BAU Strengthen whānau ora and whānau centred services, including response to family harm Expand early intervention healing and therapeutic services Mokopuna in care and youth justice services Explore transitions for tamariki back to whānau and/or independence				Includes: Implement workforce development planning Implement the new performance development framework Promote cadetships and student placement Includes: Offer diverse range of P.D. options for kaimahi Promote membership of professional associations Includes: Strong induction process implemented I.T management Includes: Implement practice development plan for NISS Embed supervision practice and monitoring Deepen mātauranga a Ngāpuhi Co-work with practitioners from other organisations Includes: Complete and achieve NISS organisational Dynamics of Whanaungatanga accreditation Embed and implement the Dynamics of Whanaungatanga into practice and policy Use Dynamics of Whanaungatanga reo me ōna tikanga							

