



Strategic Action Plan 2021 - 2022

## Regional leadership









Te Hauora o Turanganui a Kiwa Ltd Turanga Health



## Central government partners















## Kupu whakataki Co-Chairs' Foreword

Manaaki Tairāwhiti is the regional leadership group for social wellbeing in Tairāwhiti. We are an iwi-led and place-based initiative endorsed by Cabinet to explore and evidence alternative social sector service delivery for improved outcomes for whānau. Our ambition is greater than this. We aspire to true social development and empowerment of our whānau and our rohe.

Our membership is diverse and includes regional leaders and staff from iwi, community organisations and Gisborne District Council, alongside representatives from government agencies active in the social sector. We also work with wider regional leadership under Rau Tipu Rau Ora (our Tairāwhiti leadership body focused on all-encompassing regional development) to ensure integrated action for Tairāwhiti. What binds us all together is a deep and unwavering commitment to work together to ensure all Tairāwhiti whānau are flourishing.

We have had some excellent learnings since our inception in 2016, most notably the importance of understanding whānau needs and aspirations from their perspective as a critical part of getting service delivery effective and responsive.

We have achieved changes to some parts of our social sector systems with additional benefits for individual whānau in accessing the services and resources they need to thrive. Our efforts have highlighted how interconnected our work is and the need for collective action from all across the sector at all levels to ensure lasting change.

In line with our vision, our focus now turns to reaching out further into our community and into other parts of our social systems to effect large scale, strategic and sustainable change. Despite the enormity of our goals, we are fortified to meet the challenges by the worthiness of the prize.



Ronald Nepe Chief Executive Officer Te Rūnanga o Turanganui ā Kiwa



Wayne Panapa Chief Executive Officer Te Rūnanganui o Ngāti Porou

# Whakarāpopototanga Plan on a page

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Unuhia te rito o te harakeke Kei hea te kōmako e kō? Whakatairangitia, rere ki uta, rere ki tai Ui mai ki ahau He aha te me nui o te ao? Māku e kī atu He tāngata, he tāngata, he tāngata

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## He aha te angitū? Where do we want to be?

Whānau wellbeing depends on having the necessities of life well met: shelter, food, safety, health and meaningful employment. These are enhanced by the strength of our connections:

- to each other through whakapapa, whānau and social networks
- to our culture and language
- to our environment and our whenua
- to mātauranga, knowledge and skills and the ability to use them in innovative ways.

These connections provide us with a sense of belonging, resilience, identity, sustenance, pride, autonomy, prosperity and wellbeing. The stronger these connections are, the more choices we have and the more we are empowered to fulfil our potential and to flourish.

Manaaki Tairāwhiti arose from a desire by iwi and other regional leaders to ensure all our whānau are flourishing. Yet some are not. There are deep-rooted and long-standing issues preventing this, expressed as some groups experiencing disproportionately poor outcomes.

Manaaki Tairāwhiti has its sights set firmly on transformative social wellbeing to contribute to addressing this inequity.



### Moemoeā | Vision

E tipu matomato ai ngā whānau o te Tairāwhiti All Tairāwhiti whānau are flourishing

### Take | Purpose

Too many whānau in Tairāwhiti are living in crisis and passing that crisis on to their tamariki and mokopuna. Manaaki Tairāwhiti will work together to transform social wellbeing in Tairāwhiti within one generation so that all whānau are able to meet their own aspirations and lead fulfilling lives.

### Whainga | Goals

We have set ourselves an ambitious yet worthwhile purpose. We will need to see radical change in our social sector to be successful. We will need a social sector that is:

- focused on whānau oranga, simple to navigate and empowering
- aligned with the priorities of our people and our region, Tairāwhiti
- accountable and committed to collaborative effort
- ultimately not needed as we break cycles of dependency and need.

## Mā te aha ka ū? How will we get there?

Manaaki Tairāwhiti is about whānau wellbeing: we understand that individuals are part of a whānau; we view whānau as the owner of their own lives; and we understand that whānau are embedded in society and history.

We are unabashedly Tairāwhiti, with all of the strengths and opportunities that come with that - committed, small, potentially nimble, connected, with a strong foundation in kaupapa Māori. We are rooted in this region and are willing to be innovative and unique in our approach.

To achieve our plans, the core members of Manaaki Tairāwhiti are committing to a common "Way of Working" that is enshrined in our tikanga / values.

Our accountabilities are complex but ultimately in alignment. Our members are key social wellbeing organisations (iwi, non-government organisations and government agencies) who are represented by delegated individuals with the highest possible decision-making powers. They and their agencies have a fiduciary responsibility and accountability to the collective that is Manaaki Tairāwhiti.

We play an important role as the social wellbeing point of contact for the region and the conduit for approaches by various agencies and organisations who present issues and opportunities for the region in the social services sector.



### Tikanga | Values

Manaaki Tairāwhiti operates in a complex and challenging environment. Our tikanga / values express our way of working and guide our decisions and actions.

- **1. Tiriti o Waitangi**: We live the principles of Te Tiriti o Waitangi: partnership, active protection and equity. We represent a shared decision-making model and operate reasonably, honourably and in good faith.
- **2. Mana motuhake**: We operate on the basis that every individual and whānau have value and the right to be autonomous and fulfil their potential. As a region, we aspire to the same rights for social development and social sector decision-making.
- **3. Whānau ora**: We do whatever it takes to empower and support whānau to meet their needs and aspirations fully and completely and work with them to design the support they need. Their strengths lead the way. Their needs come first. Interactions with whānau are transformative not transactional.
- **4. Transformative**: We transform lives through transforming support and services, championing problem-solving, and fostering innovation and positive change. We try new things and actively seek out alternative approaches to test in our search for the best solutions to our complex issues.
- **5. Evidence-based**: We test our work rigorously and it is based on robust evidence from multiple sources of the truth including our own sources of mātauranga, data and information. We share our learnings and insights.
- **6. Committed, connected and aspirational**: We are accountable and committed to a shared vision, providing joined-up service, sharing learning and information, and doing whatever it takes to make a real difference both regionally and at an individual whānau level. We aspire to be agile and successful.
- **7. Pono me tika**: We have honest and trust-based relationships underpinning our work with whānau and between ourselves. We take a no-surprises approach to working with each other and ensure proper processes of consent are followed. Clear, precise and honest communication is valued.

#### Huarahi | Pathway

In the short term, we will continue to refine and test the Manaaki Tairāwhiti Way of Working, through our systems thinking and whānau navigation programmes, and to take direct action on key result areas.

Our **Way of Working** is focused on whānau oranga and is streamlined and cohesive. We are solution focused and action orientated and will not let barriers get in the way of securing outcomes. We use a shared method to generate insights across our programme and so we can share and embed our learnings.

Simultaneously, we will complete a review and analysis of work to date, using evidence generated from our activities to test what progress has been made against our vision, purpose and goals. We will use the insights generated to drive the next phase of work which includes further improvements in social sector service delivery alongside improvements in government contracting for social sector services.

In the medium term we are aiming for regional mana motuhake of the social sector in Tairāwhiti so that whānau in turn can also achieve mana motuhake.

**Mana motuhake** to us means the assertion of autonomy, selfidentity and the full expression of potential. Regional mana motuhake would bring home to us the decisions and actions around delivery of social sector services in Tairāwhiti. Local leaders, particularly iwi and hapū, would decide our social development priorities in line with whānau aspirations and manage the government investment in our place accordingly.

Ultimately we are aiming for social transformation that significantly reduces the need for social services and the fullest expression of mana motuhake for all Tairāwhiti whānau. This will mean rebalancing social investment to address current inequities.

### All Tairāwhiti whānau are flourishing





## He aha te mahi? What will we do?

### Kaupapa | Projects

#### Growing our Way of Working

In the past, social service delivery has mostly been top-down with policies and programmes decided at a national level. Often they do not meet the specific needs of Tairāwhiti whānau and many are unable to get the help they need and unable to flourish as a result.

We work together with all those who impact the social sector in Tairāwhiti, from iwi to government agencies to NGOs and community organisations, to find and test new ways of social service delivery to improve whānau outcomes. Over the past two years, we have engaged with several agencies and organisations to improve our way of working with whānau, namely Work and Income, Corrections, Whangāia Ngā Pā Harakeke and Te Pā Harakeke Children's Team. We have also invested in whānau navigators to work in a more flexible way with whānau and to gather data on the health of current social sector systems. These efforts not only improve services and support to individual whānau, they produce evidence of systemic barriers and potential improvements in best practice support systems.

We want to push the way of working further and establish more alternatives, ground in effective local experience and knowledge, that build on the work done to date. We don't just want to do things better in the social sector, we want the social sector to do better things. The next step is to ramp up our evaluation of what we have done so far using data we have produced. Insights from this will enable us to embed our learnings into change. We will continue working with agencies in the social sector to change the practice and method of working with whānau. We want to step up the work to make a shift up from process improvements to true systems thinking that is cross-agency and focused on whānau voice. We will continue with our Manaaki Navigators programme.

As a group we will grapple with the big issues around social development. What do we need to do to reduce dependency on social sector support? What actions can we take to enable whānau to be truly flourishing?

All of this work is intended to contribute to achieving our Key Result Areas.

#### Improving the evidence base

A solid evidence base is an important tool for Manaaki Tairāwhiti. To drive change in the social sector, we need to show compelling evidence that there is a better way of enabling whānau to flourish. This means having data that is as complete as possible and that is accurate and robust.

We have started to gather evidence about how our way of working is meeting the needs of whānau. We collect data on whānau demands including how agencies respond to them and the barriers to having needs and aspirations met. We want to know if the work we are doing is resulting in better outcomes for whānau.

We will ensure our data is first rate through supporting those who gather data on our projects with training and insights. We will also collate data and information about our Key Result Areas from other organisations and data sources. We will synthesise data from across different parts of the social sector to make sense of our local picture. We will use all this information to assess our performance and advocate for policy change towards mana motuhake.

#### Achieving mana motuhake

Successive governments have struggled to address the poverty, discrimination and disenfranchisement that results in some of the poorest outcomes for whānau (mostly Māori). Previous changes in policy and service delivery have not recognised the Tairāwhiti voice and the needs of our whānau.

For Tairāwhiti whānau to flourish requires a shift to a better balance between early intervention and crisis support. It means adopting a holistic view of wellbeing and responses that are targeted to meeting whānau aspirations. Most of all it means having interconnected systems that seek, as their primary concern, to support whānau to be the best they can be however they define that.

A revolution in social sector systems is required as working on the fringes will not produce the magnitude and direction of change that is needed for all Tairāwhiti whānau to flourish.

Mana motuhake would bring the decisions and actions around delivery of social services in Tairāwhiti home placing management of government investment with local leaders, including iwi and hapū.

Local leaders are ideally placed to lead the way for Tairāwhiti because they have the skills to make the right decisions, they are indelibly linked to Tairāwhiti, they have an enduring commitment to our people and place, they have the trusted relationships with whānau and they have the strongest level of accountability to each other. In essence delivery will be more appropriately targeted, effective and sustainable.





#### **Reducing addiction**

Tairāwhiti has one of the highest rates of addiction in New Zealand across all forms from gambling to alcohol to tobacco to illicit drugs. We are second only to Northland in our rates of methamphetamine use and have an alcohol consumption rate twice that of the national average.

People with moderate to severe addiction issues are unlikely to be employed or seek out educational pathways. The high support needs of a person with addition may also prevent their immediate whānau from working or taking part in education.

Manaaki Tairāwhiti is contributing to a community-based response focussed on getting people off drugs and into work, education and/or training. Community-based addiction workers, consumers, whānau and wider communities of practice will work together to deliver an interconnected suite of support options that range from prevention, intervention and clinical support.

#### Improving child wellbeing

All children have the right to be loved, to be nurtured, to be treasured and to belong. The goal is that all children are safe in their whānau and homes, that they have their basic needs for quality food and shelter met, that they are connected to relationships and support and that they have access to services. Work in our other key result areas (reducing addiction and family violence and improving housing) will have a direct impact on improving child wellbeing.

The current care and protection system does not work for many of the tamariki and whānau involved due to a complex systemic mix including service fragmentation and sectoral competition, inadequate and siloed funding systems, ineffective sub-contracting and one-dimensional deliverables.

The Tairāwhiti Children's Team Te Pā Harakeke has completed the process of transitioning from a government service to a community-led service. We will invest in the success of the community-led model that is solution-focused and action-orientated, that is joined up and simple to access and that has the voice of the tamariki and their whānau at the centre.

We will also support the establishment of the Hauora Tairāwhiti Children's Hub in Gisborne that will co-locate support for children from health to social services. We will plan ways of working positively so that crisis does not happen.

#### **Reducing family violence**

Tairāwhiti has consistently experienced high demand for support for whānau around family violence. For decades we have had among the highest rates of reported family violence.

Regional partners have committed to concerted collaboration through programmes such as the Whāngaia Ngā Pā Harakeke partnership between iwi and police and the work of the Tauawhi Men's Centre. Some improvements in family violence rates in recent years have been realised.

The focus now is on moving away from cycles of assessing and referring people to services to an approach that understands the root causes of the complex issues facing whānau to enable proactive and preventative responses.

We will continue to invest in ensuring systems of support work well. However we will also work with whānau to find the approaches that work best for them.

#### Improving housing

Housing is at crisis point. Conservatively, in February 2021, there were more than 550 whānau without adequate housing and around 360 people, including many children, having to live in emergency accommodation in motels.

We have established a connected effort amongst the key organisations involved in housing. Together we have produced a regional housing strategy and a regional housing stocktake, established a Housing Steering Group and made submissions and recommendations to Gisborne District Council on housing matters.

Our focus will be on rapidly increasing the supply of sufficient quality and affordable homes in Tairāwhiti as our whānau are telling us they need.

We will continue to identify current housing projects and opportunities so we can understand barriers to housing development and break them down.

We will work with Kāinga Ora to increase public housing supply in Gisborne and with the Ministry of Social Development and non-government organisations to increase emergency housing options. Rapid action is essential.

We will work with Gisborne District Council to ensure that the rules around land use don't unreasonably constrain rapid housing and papakāinga development.

We will increase the number of Community Housing Providers in Tairāwhiti to ensure whānau can access subsidised accommodation.



## Mahere Whakamahinga | Implementation Plan

	Systems Thinking	Start	End	Lead
1.1	Understand and redesign of family harm system completed	Jun 2021	Apr 2021	WNPH / SIL
1.2	Test and learn of family harm system completed	May 2021	Dec 2022	WNPH / SIL
1.3	Understand of Provision of Advice court report process at Corrections completed	Feb 2021	Dec 2021	Corrections / SIL
1.4	Redesign and test and learn of Provision of Advice court report process at Corrections completed	Dec 2021	Dec 2022	Corrections / SIL
1.5	Understand and redesign of youth employment system at WINZ completed	Apr 2021	Nov 2021	MSD / SIL
1.6	Test and learn of youth employment system at WINZ completed	Nov 2021	Mar 2022	MSD / SIL
1.7	Understand and redesign of No Further Action system at Oranga Tamariki completed	Oct 2020	Jun 2021	OT / TPH / CWBPL
1.8	Test and learn of No Further Action system at Oranga Tamariki completed	Apr 2021	Jun 2022	OT / TPH / CWBPL
1.9	Understand and redesign of vulnerable pregnant women system at Hauora Tairāwhiti completed	May 2021	Dec 2021	HT / CWBPL
1.10	Test and learn of vulnerable pregnant women system at Hauora Tairāwhiti completed	Dec 2021	Dec 2022	HT / CWBPL
1.11	Understand and redesign of public housing system completed	Jun 2021	Mar 2022	HUD / KO / MSD / SIL
1.12	Test and learn of public housing system completed	Mar 2022	Dec 2022	HUD / KO / MSD / SIL
1.13	Understand of government contracting system completed	Apr 2021	Oct 2021	SIL
1.14	Redesign and test and learn of government contracting system completed	Nov 2021	Nov 2022	SIL

	Training and Development	Start	End	Lead
1.15	Local capability in end-to-end systems thinking developed	Ongoing	Ongoing	MSD
1.16	Competency frameworks for Way of Working and Systems Thinking developed and rolled out	May 2021	Dec 2021	PL / SIL
	Manaaki Navigators			
1.17	Service level agreements for up to eight new navigators signed	Feb 2021	Apr 2021	PL
1.18	Up to eight new navigators employed	Apr 2021	May 2021	tbc
1.19	Navigator induction and training provided	May 2021	Jul 2021	PL / NS
1.20	Navigator support (Year 1) being implemented	Ongoing	Ongoing	NS
1.21	Monthly reporting to Programme Lead on whānau voice and barriers completed	Ongoing	Ongoing	NS





	Policy analysis and development	Start	End	Lead
2.1	Manaaki Tairāwhiti Strategic Action Plan agreed and shared with stakeholders	Nov 2020	May 2021	SA / E&IA
2.2	Policy developed that responds to insights from Manaaki Tairāwhiti programme of work	Ongoing	Ongoing	E&IA
2.3	Manaaki Tairāwhiti perspective provided on policy and legislation of other agencies	Ongiong	Ongoing	SA / E&IA
	Data needs			
2.4	Whānau voice and barriers data collated and recommendations on data integrity made	Feb 2021	Apr 2021	E&IA
2.5	Whānau voice and barriers data analysed and insights across the programme reported	Apr 2021	Jul 2021	E&IA
2.6	Profile of Tairāwhiti social wellbeing data developed	Mar 2021	Sep 2021	E&IA
	Evaluation			
2.7	Framework for evaluating success refined in alignment with way of working	Aug 2021	Nov 2021	E&IA
2.8	Report evaluating success of Manaaki Tairāwhiti completed	Nov 2021	Mar 2022	E&IA

	Mana Motuhake	Start	End	Lead
3.	Scoping of opportunities to expand regional leadership towards self-determination	May 2021	Aug 2021	SA
3.	Business case with recommendations for delivery in line with mana motuhake	Jun 2021	Jun 2022	SA
3.	Negotiations with government on social services delivery in line with mana motuhake	Jun 2022	Dec 2022	MT Board

	Mauria Te Pono	Start	End	Lead
4.1	Service level agreement with TROTAK signed	Completed	Completed	PL
4.2	Whānau Planning Programme (Year 1) being implemented	Nov 2020	Oct 2023	MTP
4.3	Regular Recovery Hui (Year 1) being implemented	Nov 2020	Oct 2023	MTP
4.4	Rangatahi Programme (Year 1) being implemented	Nov 2020	Oct 2023	MTP
4.5	Monthly reporting to Programme Lead on whānau voice and barriers completed	Ongoing	Ongoing	MTP
	Elgin Hub and Nursery			
4.6	Elgin Wellbeing Hub set up and staff, including navigators, employed	Nov 2020	Feb 2021	TROTAK
4.7	Elgin Hub weekly activities being implemented	Feb 2021	Oct 2023	TROTAK
4.8	Matawhero Nursery programme structure set up and staff recruited	Nov 2020	Feb 2021	TROTAK
4.9	Matawhero Nursery therapeutic support being delivered	Feb 2021	Oct 2023	TROTAK
4.10	Monthly reporting to Programme Lead on whānau voice and barriers completed	Ongoing	Ongoing	TROTAK

	Counselling Services	Start	End	Lead
4.11	Addiction counselling provider(s) contracted and counsellors recruited	May 2021	Oct 2021	PL / tbc
4.12	Addiction counselling services being implemented	Jun 2021	Oct 2023	tbc
4.13	Monthly reporting to Programme Lead on whānau voice and barriers completed	Ongoing	Ongoing	tbc
	Marae-based rehabilitation			
4.14	Rehabilitation programme initiated at Ngāti Porou marae	Feb 2021	Feb 2022	TROWHT
4.15	Graduation ceremony from marae-based rehabilitation completed	Feb 2022	Mar 2022	TROWHT
4.16	Monthly reporting to Programme Lead on whanau voice and barriers completed	Ongoing	Ongoing	TROWHT



	Tairawhiti Children's Team Te Pa Harakeke	Start	End	Lead
5.1	Community provider for Te Pā Harakeke contracted	Complete	Complete	PL
5.2	Te Pā Harakeke staff recruited	Apr 2021	May 2021	TROTAK
5.3	Way of working induction and initial training provided	May 2021	Jul 2021	PL / CWBPL
5.5	Te Pā Harakeke coordinated support being implemented	Complete	Complete	CWBPL
5.6	Monthly reporting to Programme Lead on whānau voice and barriers	Ongoing	Ongoing	CWBPL
	Child and Youth Wellbeing Hub			
5.7	Business case for design of Children's Hub completed	Feb 2021	May 2021	HT
5.8	Detailed design of Children's Hub completed	tbc	tbc	HT
5.9	Construction and fit-out of Children's Hub completed	tbc	tbc	HT
5.10	Way of working induction and initial training provided	tbc	tbc	PL / CWBPL
5.11	Children's Hub open and delivering services	tbc	tbc	HT

	Family Violence	Start	End	Lead
6.1	Stop Hitting at Home research completed	Jan 2021	Dec 2022	Tauawhi / PL
6.2	Whānau Resilience Programme being delivered	Feb 2021	Feb 2023	SMSF / TSS
6.3	Whāngaia Ngā Pā Harakeke Programme being delivered	Ongoing	Ongoing	WNPH
6.4	Community Discovery project completed	tbc	tbc	PL

	Housing	Start	End	Lead
7.1	Current housing projects/opportunities are used to understand barriers and to fast track solutions	Ongoing	Oongoing	HPM
7.2	Kainga Ora housing supply in Gisborne is rapidly increased	Jan 2021	Dec 2022	HPM
7.3	MSD and NGO emergency housing options are rapidly increased	Mar 2021	Dec 2021	HPM
7.4	GDC papakāinga rules are reviewed to increase supply of housing outside of Gisborne city	Apr 2021	Oct 2021	HPM
7.5	GDC regulations and policy settings that impact on housing are reviewed	Apr 2021	Oct 2021	HPM
7.6	The number of Community Housing Providers in Tairāwhiti is increased	May 2021	Jun 2022	HPM

	Strategic Advice	Start	End	Lead
8.1	Emerging strategic issues reported to MT Board	Ongoing	Ongoing	SA
8.2	Timely and accurate performance and financial reporting framework established	Mar 2021	Jun 2021	SA
	Engagement			
8.3	Point of contact for social wellbeing in Tairāwhiti provided	Ongoing	Ongoing	PL
8.4	"About Manaaki Tairāwhiti" wall display completed	May 2021	Jul 2021	PL
8.5	Manaaki Tairāwhiti website is reviewed for user-friendliness	May 2021	Jul 2021	КНЅ
8.6	E-Pānui to the community and public is being implemented	Ongoing	Ongoing	PL / KHS
	Reporting			
8.7	Accountability reports to funders are completed	Ongoing	Ongoing	PL
8.8	Bi-monthly consolidated report to Manaaki Tairāwhiti Board is being implemented	Ongoing	Ongoing	PL / KHS

# Tāpiritanga Appendices





The **Rau Tipu Rau Ora Governance Group** provides a unified regional voice in support of the region's wellbeing and prosperity. It guides collective effort by regional leadership in the cultural, economic, environmental and social spaces.

We are aligned with the Rau Tipu Rau Ora vision for Tairawhiti and we are delivering in the whānau and community sphere.

We recognise the benefits of joined up action and will continue to work as part of an integrated whole.



## Kuputaka | Glossary

#### Te Rito Staff

AFVPL	Addictions and Family Violence Project Lead
CWBPM	Child Wellbeing Project Lead
E&IA	Evidence and Insights Analyst
HPM	Housing Project Manager
KHS	Kaiāwhina Hub Support
PL	Programme Lead
SA	Strategic Advisor
SIL	Systems Improvement Lead

### **Organisational Abbreviations**

BAT	Tairāwhiti Benefit Advocacy Trust
CLC	Tairāwhiti Community Law Centre
Corrections	Department of Corrections
HT	Hauora Tairāwhiti
HUD	Ministry of Housing and Urban Development
КО	Kāinga Ora
LU	Life Unlimited
MSD	Ministry of Social Development
MTC	Matapuna Training Centre
MTP	Mauria Te Pono
NS	Navigator Supervisors
OT	Oranga Tamariki
RTRO	Rau Tipu Rau Ora Governance Group
SMSF	Safe Man Safe Family
Tauawhi	Tauawhi Men's Centre
TPH	Tairāwhiti Chidren's Team Te Pā Harakeke
TRONPnui	Te Rūnanganui o Ngāti Porou
TROTAK	Te Rūnanga o Tūranganui ā Kiwa
TROWHT	Te Riu o Waiapu Hapū Trust
TSS	Tūranga Social Services
TT	Trust Tairawhiti
WNPH	Whāngaia Ngā Pā Harakeke

