



Annual Report 2024

Social
Service
Providers

Te Pai
Ora o
Aotearoa



Ngā Mihi From Our Leaders



Victoria Newcombe & Zoe Witika-Hawke National Executive Co-Chairs

As we reflect on the past year, we are filled with immense whakawhetai and pride for the resilience, dedication, and collective strength that has defined our sector. At the heart of our collective strength is our unwavering commitment to support tamariki, rangatahi and whānau.

This year we have celebrated the appointment of our first Māori Kaiwhakahaere Matua, Belinda Himiona. As Co-Chairs of Te Pai Ora SSPA we have been delighted to see Belinda and her team continue to be guided in their mahi by the vision of our organisation: for Aotearoa New Zealand's community-based social services to be sustainable and allow them to make a positive impact every day in our communities.

Throughout the year, Te Pai Ora SSPA has remained steadfast in our commitment to advancing this vision, providing our members – the heart of our organisation – with the support, advocacy, and resources they need for their vital mahi.

As many of our members have faced significant challenges, our focus has been on nurturing relationships, advocating for meaningful policy change, and ensuring that the voices of community-based social service providers are heard and valued at the highest levels of government. Our Briefing to Incoming Ministers outlined a clear roadmap for working with the new government to strengthen the role of community-based social services.

Our purpose of achieving a stronger, more connected, and resilient social services sector has never been more urgent. We remain dedicated to creating the conditions that will allow our members to flourish in their mahi, ensuring that children, rangatahi, and whānau across Aotearoa New Zealand are given the support they deserve.

We extend our heartfelt thanks to each of you – our members, partners, and supporters – for your unwavering commitment to the kaupapa of Aotearoa's social services. Together, we continue to weave a brighter future for our communities, grounded in whanaungatanga.



Ngā Mihi From Our Leaders



Belinda Himiona
Chief Executive Officer

At Te Pai Ora SSPA, our members are at the heart of everything we do. Together, we're committed to supporting children, rangatahi, and whānau across Aotearoa, helping them thrive in their communities. Over the past year, we've celebrated the growth and diversity of our membership, strengthening our connections across the motu and deepening whanaungatanga with social service providers.

Our team had the privilege of engaging directly with members in Ōtautahi, Manawatū, and Tāmaki Makaurau. These kanohi ki te kanohi kōrero have deepened our understanding of the challenges our members face, as well as the incredible mahi happening across the sector.

As we navigated a year of change, including the 2023 election, our role as sector leaders has been crucial in advocating for policies that will support and sustain our workforce, ensuring that whānau continue to receive the care they need.

Our team has actively engaged in policy discussions, highlighting the critical role community-based social services play in our hapori. We've also been a strong voice in response to funding reductions for services under Oranga Tamariki, keeping our sector informed and connected. In addition, we've focused on workforce development, with initiatives like Kai & Kōrero aimed at strengthening collective knowledge across the sector.



Together with our membership, our Te Pai Ora SSPA team remains deeply committed to the safety and future of Aotearoa New Zealand's tamariki, rangatahi, and whānau. The following pages reflect the hard work and dedication of our members, who continue to walk alongside their communities, making a real difference every day.



Our Vision

Aotearoa New Zealand's community-based social services are sustainable, making a positive impact every day in our communities, supporting children, rangatahi and whānau to thrive now and into the future.

Our Purpose

As a membership-based organisation of community-based social services, we represent our members nationally by championing them, the issues that matter to them and the people they work alongside, and our collective sector.

Our Mission

Strengthening Aotearoa New Zealand's social sector through advocacy and engagement, learning and development, relationships and sector leadership.



Our Values

Hononga ki waenga
Relationship-centred



We hold relationships central to what we do & how we work.

Whakamana
Empowering



We empower & enable each other
- within & beyond SSPA.

Whanake Growth & Development



We are committed to
continuous growth &
development.

Māia
Courage



We act with courage & vision,
informed by the past while
focusing on the present &
future.

Auaha
Innovative



We are creative & innovative
in our approaches & thinking.

As our sector has evolved throughout 2023-24, Te Pai Ora SSPA has stayed focused on leading the way, building trust, and remaining responsive to our members and their needs. Our role as a bridge-builder and our constructive collaboration with the government to enhance outcomes for children and whānau have grown stronger. We've navigated a changing social landscape, working closely with our members, key partners, and supporters to work towards achieving our vision and mission.

Whakawhanaungatanga

Creating Relationships

Te Pai Ora SSPA provides our members with access to a community of people and organisations doing similar work. We nourish the weaving of relationships at the local, regional and national levels, and tautoko initiatives that are collective, collaborative and community-led. We provide our members with whakawhanaungatanga opportunities, to hui together kanohi ki te kanohi and online.

Relationships, partnerships and collective leadership are at the heart of achieving better outcomes for children and whānau and weaving these relationships throughout our mahi. Te Pai Ora SSPA has continued to be a credible voice and advocate for the sector, focusing this period on building collective leadership across the sector.

Sector Relationships

ANZASW, NNFVS, Platform, NZCCSS, Ara Taiohi, Children's Right Alliance Aotearoa, Volunteer NZ, Philanthropy NZ, Multicultural NZ, PSA, ComVoices, AKINA, Save the Children, Child Matters, Women's Refuge, NGO Women's Leader Network, Inspiring Communities, LEAD, Community Governance Aotearoa.

Government Relationships


Oranga Tamariki, Ministry of Social Development, Department of Prime Minister & Cabinet, Manatū Hauora, Ministry of Justice, Te Kawa Mataaho, Crown Response Unit to Abuse in Care Inquiry, Archives NZ, NEMA, Te Puna Aonui, Stats NZ, Whaikaha, Social Investment Agency (formerly Social Wellbeing Agency), Productivity Commission, Office of the Auditor General, Mana Mokopuna, Aroturuki Tamariki, Independent Children's Monitor, Office of the Ombudsman, Social Workers Registration Board, Te Kahui Kahu, Toitū te Waiora, Social Sector Commissioning Board member, CSSITO Shareholder, Systems level working group member Te Ao Rerekura Social Work Alliance (include NGOs), social sector representative for Exercise Rū Whenua.

Our role as a sector leader

To build our role and credibility as a sector leader, Te Pai Ora SSPA leads and advocates on the kaupapa that matters to our members- the safety and wellbeing of children, rangatahi and whānau and a thriving community-based social sector to support tamariki and whānau.

During the 2023 election campaign and the subsequent change of government, Te Pai Ora SSPA has been instrumental in keeping our sector well-informed with clear and insightful summaries of party policies and their impact on our sector. Our Briefing to Incoming Ministers outlined a positive roadmap for collaborating with the new government to foster a sustainable and thriving workforce, while strengthening the role of community-based social services working alongside children, rangatahi and whānau across the motu.

Our Briefing to the Incoming Government included our calls to action:



Increased funding and investment

A sustainable and thriving workforce

A revitalised role for community-based social services to enable thriving children, families and whānau

Te whakawhānui atu i to maatau | Extending our reach

Over the past year we have concentrated on enhancing Māori capability within our Te Pai Ora SSPA team and expanding our outreach to Māori members. Appointing our first Māori Kaiwhakahaere Matua was a significant step in our strategic direction and future growth. This role highlights our commitment to sustained and meaningful effort, which is essential for success.

Co-governance has been embedded in our operating model through established co-chair arrangements, equal representation of Tangata Tiriti and Tangata Whenua members on the National Executive, and our operational practices. We have achieved this by maintaining a strong commitment to upholding Te Tiriti and incorporating Māori models of practice into all our communications, Kai and Kōrero, and Learning & Development sessions.





Our collective voice continues to grow

During the 2023-24 financial year, we welcomed 21 new members to the Social Service Providers Te Pai Ora o Aotearoa whānau. Members are at the heart of Te Pai Ora SSPA as we rally together to support children, rangatahi and whānau to thrive. Te Pai Ora SSPA has a diverse and growing membership comprised of hapū, iwi and kaupapa Māori providers wider community-based providers and Pacific providers as well as providers across the motu.

Our collective strength as a membership organisation of community-based social services across the motu lies in the diversity of our members. Our rōpū encompasses Iwi social services, kaupapa Māori organisations, Pacific social service providers, rural and urban NGOs, youth-led groups, and both local and national organisations. What unites our members is their dedication to supporting children, rangatahi, and whānau within their communities and regions, helping them to flourish.

Supporting our Members & their mahi

As a membership-based sector peak-body, we are inspired every day by the outcomes that our members are contributing to in their communities and hāpori around the motu.

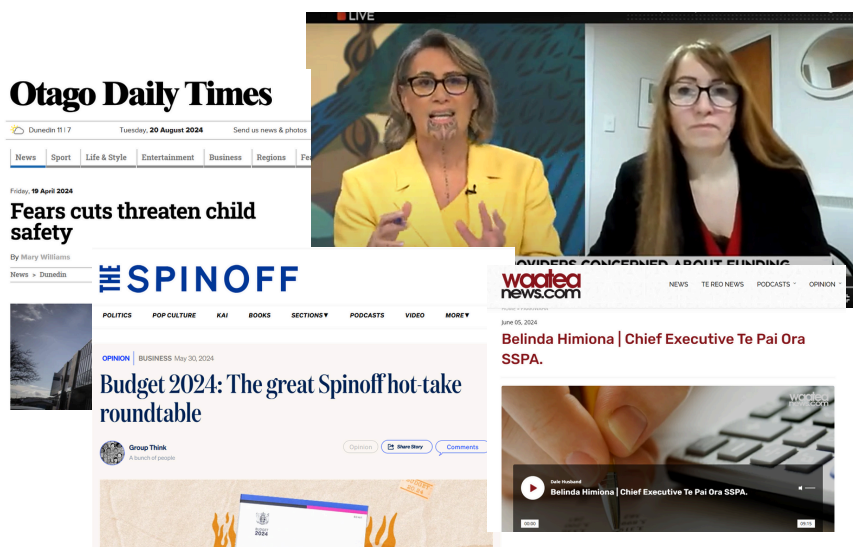
Community-based social services are intricate and challenging, demanding a high level of professionalism, skill, mātauranga, dedication, and creativity. Each day, we observe our members and other professionals in social services rising to these challenges within their communities. They leverage their expertise to support children, rangatahi, and whānau, addressing urgent needs and working proactively to prevent crises and harm.

Standing Up for Social Services Kaimahi Hauora campaign

At Social Service Providers Te Pai Ora o Aotearoa, our vision is for Aotearoa New Zealand's community-based social services to be sustainable, making a positive impact every day in our communities and supporting children, rangatahi, and whānau to thrive now and into the future. In 2023, as part of our 'Standing Up for Social Services Kaimahi Hauora campaign, we shared the direct stories and insights of several community-based social services kaimahi. These workers bravely and generously shared their personal experiences to benefit the wider sector and to drive change. Their first-hand accounts highlighted the crucial need for a stronger focus on social services kaimahi hauora and powerfully presented a range of perspectives on the kaupapa.

A voice for our members

Te Pai Ora SSPA holds an important role as a voice for community-based social service providers. We have built a credible voice and over the last year have had a strong media presence to represent on members and ensure the needs of our members are known, understood and heard.



Pay Equity

Pay Equity has remained a large part of Te Pai Ora SSPA's sector leadership mahi as we look to build a sustainable workforce for our sector. We have continued our role as the lead advocate and co-ordinator for the social services provider sector.

The primary focus has been on extending the historic 2022 NGO social work settlement to include all providers employing social workers. This extension, the first of its kind for a pay equity settlement, was spearheaded by Te Kawa Mataaho. Te Pai Ora played a crucial role as a technical advisor, assisting with the development of information resources and the data collection process. As Te Pai Ora SSPA continues on this journey with our members we remain the main communication channel and bridge builder for our member organisations and sector.



Building Bridges for our sector

In 2024, Te Pai Ora SSPA has advocated on behalf of our members for system-level changes that support the aspirations and outcomes of children, rangatahi, and whānau, while also strengthening our community-based social services and the social sector as a whole. The advice provided by Te Pai Ora SSPA is informed by sector leaders and our member organisations, offering a deep understanding of the sector while reflecting the perspectives of individual organisations.

Our submissions to government agency and entity consultation processes included Royal Commission of Inquiry into COVID-19 Lessons, Ensuring Strong and Effective Safety Nets, Social Worker Registration Board proposed changes to fees and disciplinary levy, Te Rua Mahara o te Kāwanatanga Archives NZ and the Crown Response Unit public consultation on a draft scope and definition of care records.



At Te Pai Ora SSPA, it is crucial that we listen to what matters to our members and incorporate their voices into our mahi. We have conducted multiple member consultations to inform government policies and practices. These hui covered a range of topics for our submissions, including Care records & the Crown Response to the Royal Commission of Inquiry into Abuse in Care; MaSSIS (including SWIS) review; Social Worker Registration Board proposed changes to fees and disciplinary levy; and Pay Equity Social Worker extension process, implementation.

Over the past year our Te Pai Ora SSPA team also provided written and verbal feedback on the repeal of 7AA, refresh of the Child and Youth Wellbeing Strategy, refresh of Te Aorerekura and strengthening the Oversight of the Oranga Tamariki System.



Changes to Oranga Tamariki funding model

Our mahi this year included a key role collectively supporting the social sector as we came to grips with significant funding changes for community-based services from Oranga Tamariki.

The shifts in funding and services have been devastating, for our sector and the communities we serve. For Te Pai Ora SSPA, we have been able to:

- Strongly advocate for clear timely communication from Ministers and Oranga Tamariki
- Develop media communications and lead media discussions on behalf of membership
- Bring Oranga Tamariki and our members together to discuss what was happening and the impact on providers and services

With your valuable information about your experiences, we were able to bring together a collective story about the impact of funding changes, which was used to inform Ministers and Oranga Tamariki, and the Independent Children's Monitor, Ombudsman and Mana Mokopuna about systemic issues with how contracting and funding processes underway.



Strengthening our sector through knowledge

Te Pai Ora SSPA offers tailored learning and development opportunities for our members designed to strengthen our workforce and provide them with the skills and knowledge they need to work within their hapori.

The members of our Learning and Development Advisory Group are drawn from Te Pai Ora SSPA member organisations. This group provides leadership and ensures that our members' perspectives are represented in the growth opportunities we offer.

477 people registered for Te Pai Ora organised Learning & Development offerings in the 23/24 FY

One of the Advisory Group's key roles is to help design new initiatives and provide advice on our programmes. As a result, our learning and development initiatives continue to address the needs of our members, community-based social services, and the broader social sector.

384 people registered for Kai & Kōrero: Learning over Lunch sessions in the first year of the initiative

Te Pai Ora SSPA has successfully launched two new initiatives this year, including our Kai & Kōrero: Learning over Lunch sessions. These sessions offer our Te Pai Ora SSPA whānau the chance to connect online from anywhere around the motu once a month.

Each session features a speaker who is either a member or someone we work closely with. This initiative supports the exchange of knowledge and insights on kaupapa, exploring the diverse range of mahi within our community-based social services.

Enhancing Leadership was our second new initiative in 2024. Te Pai Ora SSPA crafted this series for established social sector leaders to extend their leadership craft, nourish their hauora, and build whanaungatanga across the social sector. The programme was run online across six sessions with Kaitiaki who shared their own knowledge and experience.





Te Pai Ora SSPA hīkoi

Te Pai Ora SSPA has been actively weaving relationships across our sector and with providers, for the benefit of children, rangatahi, and whānau. Our Kaiwhakahaere Matua, Belinda Himiona and members of the Te Pai Ora SSPA team were able to be with our members kanohi ki te kanohi in Ōtautahi, Manawatū and Tāmaki Makaurau with more trips planned in the months ahead.



As we engaged in kōrero with our members, our team was privileged to hear about their challenges and achievements, as they dedicate their time, energy, and aroha to their hapori. These visits have strengthened the Te Pai Ora SSPA team's commitment to walk alongside providers as they support their communities.



Our visual identity

Te Pai Ora o Aotearoa indirectly translates as 'to improve the wellbeing of Aotearoa'. It reflects our mahi as an organisation, while representing the continued aspirations and goals we have as a collective membership of community-based social services. It's about advocating for our whānau and communities, the innate potential of our children and rangatahi, and for government support of the people and our members. SSPA is grateful to Ngāti Toa Rangatira kaumatua, Dr Taku Parai, for his awahi, manaaki and tautoko and for the gift of the rerenga kōrero.



Te Pai Ora SSPA's visual identity has evolved, to better express and bring to life the essence of the organisation's mahi, as an inclusive, progressive membership-based organisation, championing children, rangatahi and whānau and Aotearoa New Zealand's community-based social services.

Our tohu represents new potential, growth and unfurling development amongst SSPA's membership and the families, whānau and hapori SSPA members work with and in.

Staying connected - keeping our members informed

A key communication tool for Te Pai Ora SSPA is our website. In August 2023 we launched our new site which includes a member directory listing all of our members; an interactive, online application form for new members; clear way to view and register for Te Pai Ora SSPA Learning and Development events; an easy 'contact us' form; Te Whare Pupuri Rawa, our new resource library featuring resources and information helpful for those working in social services; and most importantly a place where our members, mahi and kaimahi are showcased.

Our weekly pānui to members, Te Whakahou - The Update received a refreshed look and feel as part of new visual identity. This remains key source of information for the sector across current developments and news, professional development, pay equity and kaimahi hauora.

Our People

Social Service Providers Te Pai Ora o Aotearoa has a small team based in Te Whanganui-a-Tara, and our National Executive members are based around Aotearoa New Zealand, elected from our member organisations.

Our National Executive Members

| | |
|-------------------|---|
| Zoe Witika-Hawke | <i>Co-Chair, Tangata whenua member</i> |
| Victoria Newcombe | <i>Co-Chair, Taiwi member</i> |
| Claire Ramsay | <i>Taiwi member</i> |
| Judy Matai'a | <i>Taiwi member</i> |
| Marihi Langford | <i>Tangata whenua member</i> |
| Tuhi Leef | <i>Treasurer, Tangata whenua Member</i> |

Our Team

| | |
|----------------------------------|---|
| Belinda Himiona | <i>Chief Executive Officer</i> |
| Fiona Bawden | <i>Policy & Information Advisor</i> |
| Clare Docherty | <i>Learning & Development Advisor</i> |
| Sarah Fullarton-Boyce | <i>Communications Advisor</i> |
| Ada Tangiora (from October 2024) | <i>Office Co-ordinator</i> |

Kia Ora Rawa Atu to Our Funders & Partners

We value our partnership and the opportunities we've had to work with both of our primary funders, Oranga Tamariki and Te Manatū Whakahiato Ora, the Ministry of Social Development. We appreciate the support from the officials with whom we collaborate closely across both organizations. We have welcomed the chance to work together on joint social sector projects and look forward to continuing this collaboration in the coming year, alongside exploring new opportunities.

We also wish to thank the wide-range of people and organisations that have generously partnered with us across the 2023/24 financial year. Kia ora rawa atu ki a koutou katoa!

If you are interested in checking out our full audited 2023-24 financial statements, find them on our website, sspa.org.nz.



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