



# Annual Report 2022

Social  
Service  
Providers

Te Pai  
Ora o  
Aotearoa



# Ngā Mihi From Our Leaders



## Dee-Ann Wolferstan National Executive Chair

Throughout 2022, SSPA members have again been, at the forefront of working alongside families and whānau in their times of need, and to prevent harm and keep families and communities strong and safe.

The privilege that we have as the national membership organisation for community-based social services is to champion this mahi, and to represent and give voice to the kaupapa of importance to our members. The way SSPA's governance works on an equitable Tangata Whenua and Tauwiwi model provides an example of how we can collectively work together towards shared outcomes in our sector. SSPA also takes seriously our role to advocate on the changes necessary to strengthen the oranga of whānau, so that all mokopuna are safe and well, and so that families and whānau can thrive.

2022 has not been without its challenges. It has been great to see the ways our SSPA membership has connected, collaborated and also been vocal in what members have needed from us. This has enabled SSPA to be a strong advocate, a constructive bridge-builder, and to have the conversations necessary to keep progressing towards a more equitable and sustainable community-based social sector. I know I speak for all of the SSPA National Executive when I say that we remain committed to this as we look to the future.

Ngā mihi,



## Dr Claire Achmad Chief Executive Officer

It has been a pleasure and privilege to work with our SSPA members, partners and stakeholders over the past year, in what has been our 20th year as an organisation!

As we have celebrated this milestone throughout the year, it has been a time to both take stock of what we have achieved along the way as the sector peak-body for all community-based social services, and the mahi that remains ahead of us.

Together with the team, I am always conscious that the mahi we undertake today to champion and represent our community-based social services is built on the foundation of all those who have contributed to SSPA since it was established. Ka nui te mihi kia koutou katoa! Today, we seek to continue the tradition of courageous advocacy to shape better outcomes for children, rangatahi and whānau, and to bring practical ideas forward to strengthen and sustain our community-based social sector. Looking back on our mahi across the past year, I am confident that we continue to be on the right track, as we strive towards our SSPA vision and mission.

I'm grateful for the relationships and partnerships that have underpinned our efforts this year, and for the ongoing support of our members, funders, partners and stakeholders. This continues to be essential so that SSPA can play our part towards seeing ever brighter outcomes in the lives of children, rangatahi and whānau.

Ngā manaakitanga,



# 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.



# Highlights Across the Year

The 2021-22 year has been a continued time of challenge, change and complexity across Aotearoa New Zealand's community-based social services. Over this time, SSPA has worked alongside and with our members, partners and friends to make progress towards our vision and mission. On the next pages, see some of our highlights from this mahi across the year.

## Securing social work pay equity

This year we continued our sector leadership role as the sector coordinator for the pay equity claim relating to people in community-based social work roles. The claim was lodged by the PSA in 2019, and was successfully settled this year. The settlement, reached between the Crown and the five employers in the claim (Barnardos, Christchurch Methodist Mission, Ngāpuhi Iwi Social Services, Stand Tū Māia and Wellington Sexual Abuse HELP) has seen kaimahi in social work roles across the five organisations receive an average 36% pay correction, bringing their pay on par with Oranga Tamariki social workers (who received a pay equity settlement in 2018).

From the start of the claim, SSPA, together with the five employers and the PSA, has consistently advocated that any settlement needed to extend to people in social work roles across our whole community-based social services sector. So it was fantastic news in November when Government announced its decision to extend the settlement on this basis. This will make a huge difference for kaimahi and the people who they work with every day. The extension will have a strengthening effect for the social sector. We continue working closely with the PSA, Te Kawa Mataaho and our members on the mahi required to make the extension happen as soon as possible in 2023.



Pictured right: Members of the social work pay equity claim bargaining team.

Pictured below: Social work and social services leaders, union representatives and government officials welcoming the pay equity settlement extension announcement at Parliament.



# Highlights Across the Year

## Innovating & weaving relationships

This year SSPA has continued to create spaces for whakawhanaungatanga and connectivity across our social sector. Of course, this has needed to be balanced with keeping kaimahi and hapori well during the pandemic. When it came to hosting Whakamanawa 2022 - The National Social Services Conference, we chose to put our organisational value of Auaha - Innovation into play this year, by shifting Whakamanawa online for the first time.

225 kaimahi from across our community-based social services and wider social sector participated in sessions across three days, with Prime Minister Jacinda Ardern opening the Conference. Whakamanawa invited participants to engage in the themes of Staying Grounded; Challenging our Thinking; and Future Directions. With a range of keynote kaikōrero, panel kōrerorero, workshops and engagement sessions, there was something for everyone. Wellbeing of kaimahi was woven throughout the Conference through practical bespoke wellbeing breaks, and the voices of emerging and established social services leaders were given space to shine, with important conversations activated about a range of kaupapa that matter across our communities and social services mahi.

Sincere thanks to all those who attended, our Whakamanawa '22 Photo Challenge participants, our kaikōrero, and our generous sponsors Careerforce, Te Rau Ora and Simpson Grierson.



Pictured above: The team behind the scenes of Whakamanawa 2022 - rising to the challenge of delivering a national online Conference during the pandemic.



# Highlights Across the Year

## Strengthening social services capability & practice

This year we have provided SSPA members and others working across the social sector a range of opportunities to engage in training programmes and workshops.

All of our Learning and Development offerings seek to meet the needs of our members and to be responsive to the wider sector and the realities of social services practice. Our Learning and Development offerings are always focused on strengthen-

ing social services capability and practice, through engaging and inclusive learning, available to kaimahi at different stages of their careers and development.



Highlights in our Learning & Development space this year have been the development of a whānau-oriented partnership with Kaharawa (pictured above) and the successful delivery of Kaharawa's tikanga Māori-based K.O.H.A (Koha, Aha, Hoha, Aroha) programme with social services kaimahi; a continued focus on Racism, Bias and Wellbeing in Social Services Mahi (facilitated by Anton Blank); and the continuation of the highly respected Being Trauma Informed in Practice workshops with Dr Nicola Atwool.

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*What our Learning & Development post-programme survey respondents told us...*

**100%** participants rated the Being Trauma Informed in Practice Workshop as Very Effective

**5 out of 5** was the average rating for the K.A.H.A Programme

**4 out of 5** was the average rating for the Racism, Bias & Wellbeing in Social Services Work webinar series

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# Highlights Across the Year

## Influencing change for children, rangatahi & whānau



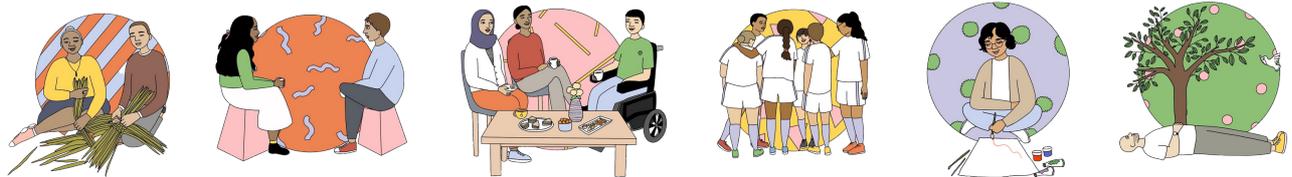
Through our policy and advocacy mahi, we have this year been working across a range of kaupapa relating to both strengthening our social sector, and influencing systems-level change to positively impact the lives of children, rangatahi and whānau.

We published and led a range of policy and thought leadership mahi relating to COVID-19 and whānau wellbeing. We have also worked with our members to bring their experience and insights to shape mahi

on the kaupapa of breaking the cycle of persistent disadvantage; social cohesion; Te Aorerekura (National Strategy to Eliminate Family and Sexual Violence); reform of the oversight of the Oranga Tamariki system; Oranga Tamariki legislative and policy reform; and mental health system reform.

## Championing kaimahi hauora

2022 has seen SSPA deepen our commitment to championing the holistic hauora of kaimahi throughout our community-based social services. We have incorporated a focus on kaimahi hauora throughout our member communications during the year, and developed the bespoke SSPA Kaimahi Hauora Programme. The purpose of the Programme was to create a safe space for community-based social services kaimahi to focus on their holistic hauora, and to send a message around the importance of this for all social services kaimahi.



Pictured above: Illustrations created by award-winning Wellington-based illustrator Ruby Jones for the Kaimahi Hauora Programme, depicting different aspects of holistic hauora. The images became a touchstone for the Programme and our participants.

Supported by Foundation North, Rātā Foundation and Trust Waikato, and delivered in partnership with the Centre for Social Impact, the six week Kaimahi Hauora Programme ran across October - November, framed through Tā Mason Durie's Te Whare Tapa Whā Framework, the Five Ways to Wellbeing, and aligned to the Maramataka. Tuihana Ohia joined us as lead kaitiaki, and different sessions were facilitated by Khali Philip-Barbara, Julie Sach, Meretini Huxtable-Bennett and Nau Mai Tau Mai. Initial feedback from Programme participants has been overwhelmingly positive, and more will be shared in our 2023 Annual Report.



# Championing our members & their impact

**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 throughout the motu.**

The mahi of community-based social services is complex and demanding, and requires professionalism, skill, maatauranga, dedication and creativity. Every day we see our members and others working in social services rising to the challenges in their local communities, and applying their expertise and knowledge to effectively walk alongside children, rangatahi and whānau – both in their most urgent times of need, and to prevent crisis and harm from happening in the first place.



**We welcome new members throughout the year.**

**During the 2021-22 financial year, we welcomed 16 new members to the Social Service Providers Te Pai Ora o Aotearoa whānau.**

**Nau Mai, Haere Mai! Welcome to our collective.**

Our shared strength as a membership organisation of community-based social services throughout the motu comes from the diversity of our members. Our rōpū includes Iwi social services, kaupapa Māori organisations, Pacific social service providers, rural and urban NGOs, youth-led organisations, and local and national organisations. Our members have in common their commitment to serving the children, rangatahi and whānau of their communities and rōhe, so they can thrive.

We seek feedback regularly from our members, to ensure we are effectively serving and meeting their needs. Our 2022 Annual Member Survey found that the majority of SSPA members are very satisfied with their experience as members of our collective.

# 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.

## Our National Executive Members

Dee-Ann Wolferstan	<i>Chair, Tangata Whenua member</i>
Claire Ramsay	<i>Tauwi Member (incoming 2022)</i>
Fiona Guy	<i>Treasurer, Tauwi member (outgoing 2022)</i>
Judy Matai'a	<i>Tauwi Member</i>
Marihi Langford	<i>Tangata Whenua Member</i>
Tuhi Leef	<i>Tangata Whenua Member (incoming 2022)</i>
Victoria Newcombe	<i>Deputy Chair, Tauwi Member</i>
Zoe Hawke	<i>Tangata Whenua Member</i>

## Our Team

Dr Claire Achmad	<i>Chief Executive Officer</i>
Clare Docherty	<i>Learning &amp; Development Advisor</i>
Fiona Bawden	<i>Policy &amp; Information Advisor</i>
Kenzo Bui	<i>Financial Officer</i>
Rachel Grant	<i>Office Co-ordinator</i>
Sarah Fullarton-Boyce	<i>Communciations Advisor</i>

# Kia Ora Rawa Atu to Our Funders & Partners

We value our partnership and the opportunities we have had to work together this year with both our primary funders, Oranga Tamariki and Te Manatū Whakahiato Ora the Ministry of Social Development. We acknowledge the tautoko of the officials who we work closely with across both organisations. We have welcomed the opportunities to collaborate on joint social sector projects, and look forward to this continuing in the coming year, alongside new opportunities.

We also wish to thank the wide-range of people and organisations that have generously partnered with us across the 2021/22 financial year. This includes our generous Whakamanawa sponsors, Careerforce, Te Rau Ora and Simpson Grierson, and all the in-kind partners and supporters who have provided awahi and tautoko for SSPA's mahi this year. Kia ora rawa atu ki a koutou katoa!

If you are interested in checking out our full audited 2022 financial statements, find them on our website, [sspa.org.nz](https://sspa.org.nz).



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