

SETAC, as an NZQA-approved training and educational arm of Shakti, continued its operation to provide both internal and external training programmes for member organizations, migrant and refugee communities, the public and government sectors. The main purpose is to develop and deliver sustainable programmes including education and training programmes for Shakti member organizations, volunteers, interns, placement students, and especially for the migrant and refugee communities. Setac's Sustinnoworx project aims to support vulnerable women within communities towards self-reliance by providing them opportunities to be part of the sustainable development projects run through its Op Shops in West Auckland.

An Op Shop which recycled and re-purposed old clothes and household commodities besides selling second hand clothing and goods was set up in 19 A Railside Ave in Henderson. Women are taught retail trade and customer service at the Op Shop. More about the Sustinnoworx projects follow later in this report.

THE ETHNIC DOMESTIC VIOLENCE RESPONSE FRAMEWORK (EVDRF)


SETAC implemented further work in the development of the Ethnic Domestic Violence Response Framework for New Zealand's migrant and refugee communities. The Research Advisory Committee conducted a number of strategic meetings within this reporting period. Several focus groups were also held to solicit their view on such a framework. In April 2019, the first report with literature review and thematic identification from consultations was drafted and submitted to Community Lottery Grants, which has partly funded this initiative. The developmental work will continue until the end of 2020.

TRAINING PROGRAMMES

Work Ready: In terms of internal training programmes, SETAC provided training and capacity building for all Shakti organization staff, volunteers, placement students, and service users. Work Ready program is a comprehensive course, including Domestic Violence Awareness (DVA), Domestic Violence Intervention, Crisis Line attendance, Youth training and legal advocacy. There were 4 Work Ready training groups conducted in New Zealand. There were several other training sessions in related areas including case management.

Ethnic Women's Leadership: The training focused on the "Train of Trainer" model, aiming to empower women to become leaders, who will be role models for the younger generation. The programme was intended to lead and support the ethnic women and to apply the knowledge, skills, and confidence in leadership in an effective way. Two training sections conducted in October 2018 and February 2019 for 16 women participants.

Governance Training: The training was conducted on May 2018, based on the needs identified by the Council members in their meeting of 2017. The training provided opportunities for governance and management members to discuss on sustainability of Shakti especially with a focus on funding; future direction of the organisation.



External training: For public and government sector workers, SETAC provides training that was targeted at public servants, such as police officers, staff in the Ministries of Justice, Ministry Social Development, and District Health Board (HDB). The training sessions will help public service workers to meet the special needs of domestic violence survivors of Asian, African, Middle Eastern ethnic background and to help these people with relevant strategies for preventing abuse. The main objectives will be to increase the awareness of public servants concerning aspects of domestic violence that are most common in Asian, African, and Middle Eastern communities. In December 2018, one training was conducted with New Zealand Police in Wellington.

The Community and Employment Skills Programme: This program (NZQA LEVEL 1) is designed for women who have survived domestic violence and are challenged by barriers to integration. This is a free educational, vocational and life skills program to victim-survivors, supporting learners to foster wellbeing and facilitate empowerment, achieving self-sufficiency in the pursuit of lives free from fear and violence.

Sustinnoworx retail and upcycling training: Sustinnoworx provides retail training and upcycling workshops to Shakti's clients and women from the wider community. The retail training happens at the shop in Henderson for 8 weeks, where they learn customer services, shop display, till operation, products donation sorting and storing. Women who finish it satisfactorily get recommendation letters and references. From May 2018 (when the shop was opened) to March 2019, we have trained 12 women and most of them already have new jobs. The upcycling workshops are held either at the shop or at community halls. We've trained 16 women in upcycling and knitting in the past year.

STUDENT PLACEMENTS

SETAC is collaborating with Monash University, Melbourne, Australia for social work student placements in New Zealand. SETAC will provide Work Ready training programmes and these students will be placed in individual organizations under the coordinator/social workers, who will be the task supervisor along with external supervision. Annually, Shakti plans to have student placements in three semesters and the students will have their placement in Auckland, Tauranga, Wellington, Christchurch, Melbourne, and Sydney. The first batch of students from Monash University commenced their placement in Shakti New Zealand in June 2019.

SUSTINNOWORX

SUSTINNOWORX HENDERSON

In operation since May 2018, this is Sustinnoworx's first shop and workshop, supporting Shakti's clients and women from the wider community to develop financial independence through work experience and upskilling and promoting environmental sustainability with the production of upcycled goods made from recycled and repurposed materials. All items are made from second-hand materials donated to the shop, such as clothes and linen, that are made with fabrics previously not in condition to be sold as received.

The upcycling workshops reinvent unusable items into craft, jewellery, bags, and décor, introduce sustainable life skills to our communities (sewing, crafting), empower women as entrepreneurs and value their crafting skills, and promote income generation, allowing women to work from home and get their products sold at our shop.



(Bags made at Sustinnoworx workshops)

The Op shop sells good quality pre-loved items, providing a safe professional environment where women can get retail training and work experience. It also promotes 4R initiatives and reduces landfill waste and carbon footprint. Trainees are also providing alteration services at the shop.

We have been doing Market Days - a big sale day with a community focus alongside morning tea and free activities for kids - every last Sunday of the month.

Donations keep flowing in but maintaining a steady volunteer team has been challenging. We are keen to recruit more volunteers and appeal to members of the community.

SUSTINNOWORX

SUSTINNOWORX RANUI



The shop will be open for business on 6 September, 2019. The shop has been created inside two repurposed containers – refurbished by Paremoremo prison inmates in a partnership between Shakti and the Department of Corrections. The containers were brought to the site (455 Swanson Road) in March. Since then the electrical installation has been done, the deck (donation from Outdure) was put in place, painting and shop fitout were done by a great team of volunteers with painting materials sponsored by Resene and fitout concept developed by a member of the steering committee. The Department of Corrections has also provided support with tidying up our outside garden. We will be running upcycling classes twice a week for 3 hours each day as soon as the shop opens. We already have a few people from Earthsong lined up to assist as volunteers but are in the process of recruiting more.

We would like to acknowledge the contribution from Earthsong, Department of Corrections, Probations, Architettura Ltd, Auckland City Council, volunteers, private funders and donors who contributed to the project. Without their support, the project would remain a dream.

SUSTINNOWORX CHRISTCHURCH

The project in Christchurch has been collecting donations throughout the year and has run a few successful market days, which generated good sales and promoted awareness of Sustinnoworx project. We also got a sewing machine donated for the upcycling workshops and we will soon be securing a few more with the kind donations of the local Rotary Club and private donors. The first local upcycling workshop will begin in August 2019 at Christchurch Community House. We are aiming to have upcycling workshops dedicated to the families of the victims of the Christchurch attacks.

SHAKTI WOMEN'S CENTRE

Shakti Asian Women's Centre continues to provide clients with a wide range of services including crisis intervention, outreach services, information support, advocacy, counselling and support for clients while obtaining protection/occupational and parenting orders. Our social workers provide advocacy support for Housing New Zealand and for Work and Income benefits. The social workers also refer clients to Shakti's allied services SETAC Ltd. for life skills programs such as English Language, Positive Parenting and Art Therapy to set the foundation of their journey back into the community.

SHAKTI SAFEHOUSES

Shakti safehouses have been receiving several cases of abandonment of non-permanent resident victims of domestic violence. Most of them hold visitor, student or short period work visas. Some of them come from overseas for an arranged marriage or through an on-line platform to marry someone they not have met before. Their immigration status leads to form an unstable foundation in their marital relationship when it gets abusive. Their sponsor-husbands use their privilege to threaten them with deportation if their demands are not met and domestic violence becomes the order of the day.

As regards victims who are NZ residents, the biggest challenge is of finding housing if they were to leave the violent relationship. Most private home owners also decline to let to single mother families preferring students and working professionals. These are some of the issues that lead to victims reconciling with their perpetrators or leaving the relationship in the first instance.

Despite such challenges, Shakti Safehouse staff ensures that the clients and their children remain supported in terms of their safety and overall well-being.



A CASE STUDY

Adeekshana (not real name) was born in Sri Lanka. Her father was a furniture sales man in Jaffna where they lived. He was injured by an accidental gunshot during the LTTE war in Sri Lanka. Unicef flew them to Colombo for their safety. Soon after, her father was kidnapped by some men and was killed. She stayed with her mother and brother in Colombo before marriage. She was working as a typist for a lawyer. Her uncle stays in NZ with his family.

She had an arranged marriage with Praveen who has been living in NZ for 18 years. Her mother found his profile on a matrimonial site and the marriage was fixed. They had many conversations on Facebook messenger and Adeekshana found him to be very controlling and did not get a good feeling. Praveen came to Sri Lanka in December last year and they legally registered their marriage. He flew back after a week and they kept in touch over the phone. He used to make excuses when she called saying he was tired or busy and complained to her uncle that she was calling too often and at odd times. Before leaving Sri Lanka his family had selected a gold "thaali" (matrimonial necklace) but the price of gold increased over time and was too expensive for her family. She notified him and his family told her she had anger management issues and needed to get that checked out. He referred her to a doctor in Sri Lanka but the doctor did not find anything wrong with her.

She came to NZ after their culturally marriage. From the very first day she found him to be very controlling, he had many rules and didn't talk to her much. She found out he was still going through depression and was on medication and she was not happy about not being informed earlier. After marriage, her mother in law made her do all the chores around the house and treated her like a servant. She yelled at her if she felt like it wasn't done properly and taunted Adeekshana. Praveen told Adeekshana that the water bill has increased since she moved in and made her feel guilty so she only showered 2 times a week to save water.

She has a bank account but Praveen kept all cards. Mother-in-law pointed the knife at her on several occasions while she was cutting vegetables in the kitchen. Praveen physically abused her. Adeekshana spent most of her time in her room and completed her chores when people weren't around as she was scared of being hurt. Praveen threatened to complain to the police that she only came here and got married for the visa. Soon after they asked her to leave the house and, she went to stay with her uncle. They met Praveen's family to discuss the events and the mother in law blamed Adeekshana and complained about her lack of help in housework. Mother-in-law expected an apology from her but Adeekshana didn't feel like she did anything wrong in order to apologise.

Adeekshana was referred by her uncle who was not able to extend his support. She was taken to our Safehouse. Her social worker at Shakti who spoke the same language as Adeekshana worked with her to develop a case plan while the counsellor addressed her suicidal ideations. She was also referred to the Sustinnoworx Op-shop to gain experience in retail and customer service experience for her to be able to get into the New Zealand job market. She also enrolled in Setac's NZQA level 1 certificate course called Certificate in Community Engagement and Employment Skills (CCES), which has the components of health and well-being, community skills and employment skills. After the training, she was able to find a part-time job which recently became a full-time job. Advocacy was also undertaken for a visa under the Domestic Violence Category provisions which she subsequently received. Adeekshana is now settled in the community, happy that her life has started to look positive and hopeful.



Women of colour from migrant and refugee background are often secluded from mainstream culture and are unaware of their rights and reluctant to get help. It is imperative to have services that are culturally aware to service these women.

In addition, Shakti strives not only to educate mainstream culture that the other cultures are not inherently violent, but also to raise awareness in our own communities about not using culture as an excuse for violence, to break the collective silence within communities about domestic violence.

Let's pave the path for a world free of oppression and violence, a world where no gender, race, class, religion, caste or any other trait is dominant and a world where every human is respected equally and are free to be who they are.

- Anna அனன்



SHAKTI CHRISTCHURCH

This year was not a usual year for New Zealand, and neither was it for Shakti Christchurch. Apart from providing regular services, the March 15th shootings had a large impact on Shakti's services. Our case workers and counsellors provided 24/7 support for the victims as most of the victim-families were women with Muslim background and there were language and cultural barriers for them to access mainstream support. As the only ethnic support group in Christchurch we provided the advocacy needed and also dealt with domestic and family abuse, which was happening to the wives and children of the victims by other family members. This task was made possible through collaboration with different agencies such as police, victim support groups, Ministry of Social Development (MSD) and Department of Internal Affairs (DIA). Our case workers recognised that widows of the victims were isolated, traumatised, and required intensive support during the crisis period and offered bespoke, flexible services that were responsive to individual needs and vulnerabilities – including those of children. We are still providing on-going support in form of counselling, legal and financial advocacy to the victims' families.

This year we also noticed an increase in youth clients; so we have created a youth group and employed a youth case worker who can appropriately service youth clients. Our youth group has started holding sessions in schools to do awareness' programmes regarding domestic abuse and forced marriages. This idea was welcomed by the heads of school and they want us to continue holding the sessions weekly for the students.

Our case workers also communicate with the parents of female youth clients to make them understand how to support and motivate their daughters in coming out of Domestic violence relationships and so far this has been a very effective strategy to help clients.

Christchurch has also seen the increase in victims of domestic abuse. Our refuge has been running at full capacity for some time and we have to collaborate with other women's refuge for safe accommodation for our clients. There is increase in Chinese and Indian clients which shows that women understand the consequences of domestic abuse and are breaking those cultural and traditional barriers to acquire the freedom and empowerment, along with creating safer and healthy living environment for them and their children. The increase in client also reflects the positive impact of Integrated Safety Response system where ethnic appropriate assessment and crisis response is done by Shakti in collaboration with Christchurch police. Our data also indicates an increasing number of cases where the perpetrator will falsely report being victimised by women. We continue to endeavour the protection of such vulnerable women regardless of the accusations projected towards them.

A CASE STUDY

Preeti, a very bubbly and energetic girl, came from Punjab on a student visa to do her masters in political science. While studying at Canterbury university she met a man called Dinesh Singh and fell in love with him not knowing that Dinesh only came to university to make an impression on her and was not a Law student as told to her by Dinesh and his friends. Preeti hailed from a rich family so Dinesh and his parents lured her into marriage so they could get a large sum of dowry. A year later they went back to India to have a traditional marriage in the presence of both families and friends. Preeti's parents paid a huge sum of dowry to Dinesh and his family. The abuse started when they returned from India with Dinesh's parents accompanying them. Dinesh and his parents demanded more money from Preeti because he said that he used lot of money in the wedding and needed more to get bigger house to settle with his parents and threatened her if she didn't give the money he would cancel her partnership visa. Preeti's parents kept on sending her money and whatever money Preeti earned from work was taken by the husband and in-laws.

The abuse got worse day by day, emotionally, psychologically, sexually, financially and physically. Dinesh and in-laws took more and more control of Preeti's daily life and often, Dinesh reminded her that he controlled her visa. He threatened to write to the immigration authority withdrawing his sponsorship for visa her. Dinesh had all of Preeti's immigration documents and details in his possession. Preeti was treated like servant and she was stopped from studying. Preeti was made responsible for cooking and household duties while also working. He criticised and belittled her efforts around the house. He and mother in law bought her clothes that she felt were age inappropriate and uncomfortable. Sex occurred on Dinesh's terms without any regard for Preeti's wishes. He told her she was required to sleep with him as a condition of the visa, and if she didn't, he would report her. She became pregnant and her husband said that it's not his baby and said Preeti was characterless, going around and sleeping with other men. Dinesh and his parents often locked Preeti in a room without food while in the state of pregnancy. After the delivery of the baby, Dinesh locked her inside the room and left the house with his parents for a week holiday in Queenstown. They left a bottle of water, packet of chips and some stale bread in the room for her. On the second day when nobody opened the room Preeti begin to yell to the neighbours from the window. One of the neighbours on the ground floor heard her and called the landlord to open the door. They rescued her and called the ambulance as the mother and baby were very weak and malnourished.

The police was notified of her situation. She always seemed to be in constant fear and was always quite. The social workers at hospital tried to engage with her through the interpreter, but she did not reveal what she was going through as she is Indian and the interpreter was from the same community. DHB referred her to us and we picked her and brought her and the baby to refuge. She was crying constantly and was very hesitant at first but one of our Indian staff knew the language and started to engage with her by talking about the baby and what she was doing prior to getting married.

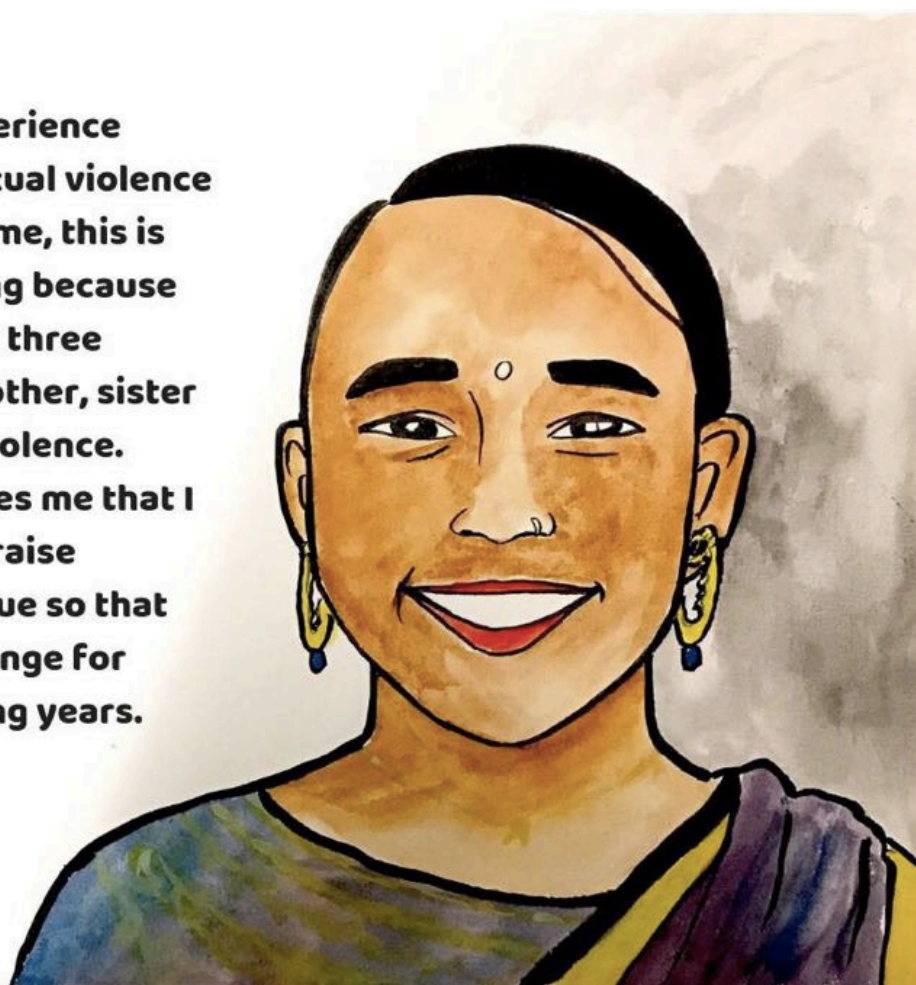
The staff asked what she liked to do and she said she liked to watch Hindi movies. So the conversation started with the movies and other things to gain her trust. After arrival in our refuge, over the next few months Preeti's caseworker worked with her step by step to assess her immediate needs and those of her baby. This kind of intervention gave Preeti the confidence to trust the case worker and she opened up and talked about the abuse. This resulted in the appropriate casework planning and putting in place the support she needed to rebuild her life. Our staff understand the nature and likely effects of abuse, so could respond to trauma in an informed manner and work to reduce survivors' isolation and help them rebuild independent lives free from violence and fear.

Today Preeti is empowered, got her work visa through DV category and also got MSD help as the child is a NZ citizen. She has gained the confidence to move ahead in her life while looking after her baby. She is back in her studies and trying to finish her masters so she can get a good job for the betterment of her and the baby.

1 in 3 women will experience either physical or sexual violence by their partner. For me, this is emotionally triggering because when I think of those three women, either my mother, sister or I will experience violence. Doing activism assures me that I am at least trying to raise awareness on the issue so that the statistics can change for better in the upcoming years.
- Ranisha



SHAKTI



SHAKTI DUNEDIN

Shakti Dunedin remains the only service provider in the wider Otago region to provide culturally competent services and support to women, youth and children who are victims of domestic and family violence from migrant and refugee background. The growing migrant and refugee population in the Otago and Dunedin region and the increasing diversity in Dunedin's population stresses on the significance of Shakti's services not only in Dunedin, but in the wider Otago region and down South.

Shakti Dunedin is continuously moving ahead and making its presence in the wider community. Shakti Dunedin team organised fundraising events, participated in the community events and radio shows, and conducted jewellery making workshops throughout the year. All these events boosted the feeling of unity among the Dunedin's team who is working towards one goal of achieving violence-free and empowered society.

Shakti Dunedin team went to Otago University and Polytechnic to spread awareness about domestic violence and different forms of violence that ethnic youth have to face within private and public sphere. Following our initiatives among the youth groups, we organised a youth workshop 'Future Without Violence' in Dunedin. The workshop touched on the issues of domestic violence, gender inequality, bullying, and racism. The workshop was welcomed positively and we received several requests to continue to organise similar events in the future. The workshop participants were given a safe environment to have an open discussion on sensitive issues.

Shakti Dunedin focused on training volunteers throughout the year, who are now able to support Shakti's work within the wider community to raise awareness against domestic violence specifically in ethnic communities. They also participate in and facilitate Shakti's community workshops and fundraising events.

SHAKTI WELLINGTON

As the migrant population in Wellington continues to grow, the outcome of our work is that Asian, African, and Middle Eastern women and their families remain well integrated with the resources that they need to lead violence-free lives. Our volunteer programme has played a significant role in achieving this goal. At Shakti Wellington we ensure that our clients feel well-represented and included.

We continue to seek support for Shakti Wellington with private trusts as we do not have an MSD contract despite years of advocacy. We would like to acknowledge the Ministry of Justice and Ministry of Youth Development for putting their trust in Shakti's commitment to end all forms of violence and discrimination the funding of services aimed at keeping immigrant women, youth and children safe.

Shakti Wellington received 90% positive feedback from clients through anonymous client evaluation forms indicating that they have enhanced life skills through Shakti's services. We have also witnessed increased number of external referrals with diversification of the agencies making referrals to Shakti. During the period we received 242 referrals from the Police, DHB, CAB, Plunket, Red Cross, Women's Refuge, Health Foundation, Oranga Tamiriki and MSD. This shows that Shakti Wellington continues to deliver persistently and consistently despite adversity.

Shakti Wellington opened our drop in centre in the Newtown area for better convenient access for our clients. We ran two Kantha workshops this year at our drop in centre. This form of Indian artwork from the workshops was later showcased. During the event motivational speakers gave talks on the contemporary issues that the women of ethnic minorities have to deal with in their day to day lives. On 8th March Shakti Wellington celebrated the women's day with the local community organisations in the Newtown office. Shakti Wellington also continues to organise and participate in peace building gatherings and events.



The other events the Shakti Wellington Team has participated in include Wahine Hui to discuss transitioning accommodation needs of vulnerable women. We also presented to Rape Crisis and Te Rito to advocate and build collaborative relationships.

The Shakti Wellington team have organised several fundraising events throughout the year which includes: Movie fundraiser to raise funds for the safe house car, Emergency fundraiser to replace the safe house washing machine and refrigerator, Advocating and fundraising at an Indian dance festival, and advocating and fund raising at the Palestine Day.

The wider Wellington community continues to support our cause and we are grateful for the solidarity shown by individuals, organisations and groups in the community. Particularly after the Christchurch incident, we felt very supported by the community and other not for profit organisations.



SHAKTI TAURANGA

Shakti Tauranga started with a plan that was geared towards strengthening the team and reaching out to more ethnic women in the community, and widening networking opportunities. The inspiration to continue growing and improving is the recognition that Shakti's services are very important to the many ethnic women and children in the Bay of Plenty and neighbouring regions. Ours is the only culturally appropriate domestic violence intervention service in the region for ethnic women. So, despite the operational and staffing challenges, we were able to create avenues of celebration, fellowship and partnership on an organisational and community levels.

Language is one of major factors we see as barriers to engagement. It is a source of frustration for many ethnic women. It can also be a tool to disadvantage and abuse ethnic women. Hence while we respect and encourage language diversity in our society, we also try to facilitate English language acquisition within ethnic women as this will give them not only confidence in themselves but will also open up opportunities to access services and support they may not know exists. We were able to engage women through community-based services and activities such as English courses, women's luncheon, group workshops, and community events. We do this by choosing venues that are safe and will not create suspicion (from abusers or other family members) or anxiety (for clients). We partner with other service providers like Plunket for their rooms, community halls, and also churches for their location and convenience.

This approach was especially applied in Te Puke which is a developing area for Shakti's services. Two of the events we were able to facilitate in Te Puke were the Ethnic Women's Luncheon in 2018 and then the 3 Steps of Life- St. John's workshop on CPR and practical skills on emergency situations. The Women's Luncheon was organised as an avenue to socialise and learn more about the different services available to them was the Ethnic Women's Luncheon in Te Puke. This event was a collaborative effort between Shakti, Plunket, and Rural Women NZ. Plunket provided the venue and managed the promotions and advertisement, RWNZ provided resources for food and snacks while Shakti coordinated the programme. It was an amazing day for those who attended. Everyone enjoyed the food, representatives of other groups/organisations attended (Tauranga Regional Multicultural Council, Lions Club, Toy Library, Plunket, Rural Women NZ, Welcoming Communities), and there were significant sharing and chatting about life as women and life in Te Puke in general. The 3 Steps of Life was an exciting and interesting workshop for the women and their families. It was truly a family event where many children came along with their mothers/grandmothers and enjoyed watching the presentations.



One of the events we organized for the clients, our partners, women from the community and for many of our supporters was the International Women's Day. It was held on the 9th of March 2019 at the community hall of St. George's Centrepont Anglican Church, Gate Pa. One of our Management Committee members, Dipika Patel, emceed the event which was attended MP for WBOP Todd Mueller and party list MP for Tauranga, Jan Tinetti. We used the official theme of IWD 2019 which was #BalanceforBetter - "a call-to-action for driving gender balance across the world."

We ended the first half of 2019 with a Shakti in the Park event organized by the Events Management class of Waikato University. The main goal was to raise awareness for Shakti and potentially raising funds through activities (bonus outcome). The concept of the event held on the 18th of May at the Coronation Park was to create a fun fair with food, performances, activities and prizes, to draw families in from different communities to celebrate cultural diversity and address racism. Between 200-300 people attended, mostly families, or friends. From the raffle and activities, we raised a profit of \$400 donated to Shakti. However, the most successful event on the day was the raffle, with over 300 tickets being sold; the prizes were worth over \$3800 total - all donated by businesses, groups, and individual supporters.



SHAKTI COUNSELLING SERVICES

OVERVIEW

This has been a year of growth for Shakti's counselling and psycho-educational programme services. We expanded our team to take on a student who completed her placement with Shakti, secured provisional registration and joined our team as a Counsellor. The need for our services has grown within our communities and we are receiving referrals for individual counselling more than we can cope with. The situation that confronts us has also brought into focus the acute shortage of funding within New Zealand's counselling profession which has impacted on shortage of consistent services to much needed communities, particularly within the family violence sector. Further, the visibility in recent times of the high rates of self-harm within communities is of great concern. Government funding for counselling is practically nil in such areas of specialist work for migrant and refugee communities and in the light of higher vulnerability within this segment of the population, especially youth and children, we have begun our advocacy for government contracted funding for our counselling services.

Our Counselling Services Administrator/Coordinator who is employed full-time (the only full time position in our counselling unit) oversees the service and coordinates actively with our Counsellors and MOJ Safety Programme Facilitators.

MOJ PROTECTED PERSONS SAFETY PROGRAMME

In February 2019 we completed 4 years of successfully delivering this court-referred programme to women victims and children covered by Protection Orders. We are very pleased that Shakti Wellington has been brought within the purview of MOJ contracted services with effect from July 2018.

Under the MOJ Safety Programme, Shakti is contracted for two types of services are: Strengthening Safety Services which is for those victims who are awaiting their Protection Orders or those whose offenders have criminal charges laid against them. Supporting Safety Sessions are offered to those who have Protection Orders. The services delivered are based on an in-house psycho-educational programme for women victims and children affected by abuse and violence.

During the reporting period, Shakti had over 12 Facilitators to deliver this programme in the three regions of Auckland, Tauranga and Christchurch. Supporting Safety Sessions were delivered by only those with counselling study background.

During the period April 1, 2018 to March 31 2019, Shakti nationally provided services to 226 adult women and children affected by family violence. We serviced 188 clients under the Supporting Safety Programme and 38 clients within the Strengthening Safety Services. We delivered these services in Auckland, Christchurch, Tauranga and Wellington. We would like to thank the Ministry of Justice for continuing to have confidence in our programme and service delivery.

SHAKTI COUNSELLING SERVICES

SHAKTI COUNSELLING SERVICES

Shakti Counselling Services also provides one to one counselling for survivors and their family members either free of charge or through Work & Income subsidy. During the said period we received over 200 referrals.

Our team has the vision of expanding our services and developmental plans are being discussed. One of our senior counsellors has secured registration with ACC for Sensitive Claims and, we hope that in the coming year ACC funded sexual abuse counselling will be an addition to our existing services.

TRAINING ACTIVITIES

On-going training and capacity building sessions for MOJ Facilitators continued during the period with debrief and supervision adding to that process. We would like to acknowledge our counsellors and facilitators for working after hours to fit in with their client's needs.

Periodic review meetings with the Ministry of Justice Relationship/Contracts Manager were held during the period during which our challenges and successes were discussed. We also began the process of electronic storage of clients' records and much of programme work documents in a bid to reduce hard copy paper usage and contribute to environmental sustainability.

Shakti's senior counsellors are also part of the organisation's training faculty and were engaged in delivering crisis telephone counselling, risk assessment, crisis response and safety planning. In the said period we delivered this training to 3 groups of women ranging from 8 to 15 trainees at a time.

For the first time this year, 11 visiting students from Australia were trained by our two senior counsellors in managing a 24/7 crisis line. The students of Chinese origin were a delightful bunch and both trainers and trainees enjoyed the training activities.



Our visiting students from Australia along with Julie Goodall and Shila Nair

A CASE STUDY

A Pakistani woman with a 5-year old daughter was referred by the Courts to Shakti's Protected Persons' Safety Programme. She had been married for 12 years and had been undergoing abuse for 11 years within the marital relationship. She was well-educated and held a bachelor's degree in Criminology. After the assessment, we gathered that her family had strongly refused to acknowledge that what was happening to her was domestic violence and in fact alleged that she had mental illness. The family also went to extent of admitting her within a mental institution in her home country. She was assessed at the hospital for two weeks and discharged with no diagnosis of mental illness.

Apart from the physical, psychological and sexual abuse she faced in New Zealand while facing extreme isolation, her husband constantly threatened to deport her and their daughter back to Pakistan. Over time she thought she was the one at fault and held herself responsible for her husband's abusive behaviour.

There were incidents where the child came in between her parents to stop her father from hurting her mother. In one incident she threw a tool at her father to stop him from lashing out at her mother. Our counsellor-Facilitator observed the child's behaviour and found she was very disturbed and on having conversations with the child found that she had indeed been impacted having witnessed and experienced violence in the home. While conducting the safety programme with the mother, our Counsellor encouraged the mother to refer her daughter to the safety programme which the mother willingly did. As a result her daughter was also referred to our children's safety programme.

During the Safety Programme the woman came to identify and acknowledge that what she experienced was gender-based domestic violence and abuse enforced on her using culture as an excuse. She learnt that the abuse she suffered was not her fault but it was an outcome of the behavioural issues of her husband who operated from a premise of male privilege and entitlement. Further she learnt that it would be challenging for him to overcome his abusive power and control issues without long-term intervention and him claiming responsibility for his own violence would not come in the near future or at all. This realisation made her change her mind about wanting to be protective of the abusive partner and helped her realise her own sense of self-worth. While she underwent the Safety Programme, she became determined to keep herself and her child safe. Her confidence and self-esteem grew over time and within months she found a new job, moved her daughter's school, relocated to a new place and new house and began living independently. She also showed a great interest in studying more about Domestic Violence to supplement her knowledge and background in criminology.

After completing the programme she responded that she felt very safe, confident and free of fear. After the Programme she commenced individual counselling sessions. After having completed the counselling she said she was also looking forward to helping other woman who find themselves in similar situations that she had been. In her own words: "You need to differentiate between love and violence".

CHRISTCHURCH, MARCH 15, 2019

This was a day of darkness for our nation and its people. For the first time our country witnessed a dastardly terror attack in which 51 Muslim lives were taken at a mosque in Christchurch. White Supremacy was finally visible. For many of us from the migrant and refugee communities, this was not a total surprise. Racism brews in our backyards and front-yards but we chose to ignore it or worse, call it 'unconscious bias'. Our senior counsellor, Shila Nair, along with other senior members of Shakti visited Christchurch to meet with affected families and lend support to the Christchurch team ably led by our Christchurch Counsellor Sakina Husain. She not only opened her doors to anyone in the Muslim community to talk to her but also visited the families and provided counselling almost day and night for the first few weeks. Shakti also actively participated in the many vigils and walks organised in Christchurch including the March for Love where our posters calling for Unity amidst Diversity was circulated widely.

A special thanks goes out to Sakina and the Christchurch team for showing the resilience in such times of sorrow and grief, while dealing with their own grief that was an outcome of the massacre.



Our Christchurch Counsellor Sakina Husain with her Christchurch colleagues at the March for Love held in Christchurch post the terror attacks of March 15, 2019



CHALLENGES

One of the many challenges we continue to face within our communities and the response mechanism of government departments is the lack of consistency and transparency therein, which we believe is very much needed while responding to family violence. While there are many models that can be implemented in this sector, it is important that reconciliation of victims with perpetrators do not take precedence over the safety of victims and their children. Our Counselling team continues to advocate against such practices in the wider interest of safety within our communities.

We would like to thank all our Counsellors and Facilitators who have committed to this work and who prioritised the community needs over their fees. We hope to do justice to their work by enabling appropriate levels of employment through advocating for funding towards their wages.

FUNDING AND FUNDRAISING

It has been yet another exciting year for the Funding Unit. The unit had undergone some changes in staffing, with each new person bringing their enthusiasm to expand on Shakti's existing sources of funding. With the year's strong focus on conducting fundraising activities, Shakti has been able to diversify the stream of income. Our website made donating to Shakti easier, and has contributed significantly to the funding pool.

As government funding only makes up around one third of our national operational costs across 5 refuges and 10 drop in centres, we would have not been able to support our clients without the support of Private funders, trusts and philanthropic groups. We would therefore, like to extend our heartfelt gratitude to our on-going supporters, including individuals and funders. They include the Ministry of Social Development & Oranga Tamariki; Ministry of Business Innovation and Employment (Immigration); Department of Internal Affairs; Work and Income New Zealand; The Todd Foundation; Foundation North, Bay Trust, The Trusts, TECT; Auckland Foundation, Milestone Foundation; Wellington Community Trust, The Lion Foundation; JR McKenzie; Wellington Community Trust; Auckland City Council; Zonta Club; Wellington City Council; Upper Hutt City Council; Christchurch City Council; Rata Foundation; The Trusts Community Foundation; Dunedin City Council; Otago Community Trust ; New Zealand Charitable Foundation, Catholic Caring Foundation; United Way NZ; Housing New Zealand; and many more.

FUNDRAISING EVENTS

During our Refuge Appeal Month last year, we teamed up with Good Fortune Tattoo to hold a one day flash day. They designed their tattoos based on women empowerment. The day was filled up with supporters of Shakti and the general public donating to our cause. We want to thank the team at Good Fortune for taking out their day to support Shakti and the fabulous tattoos.

We held a fundraiser movie night, at Academy Cinema, the movie that was shown was RBJ based on Justice Ruth Bader Ginsburg. This movie night was fun filled with Shakti supporters.

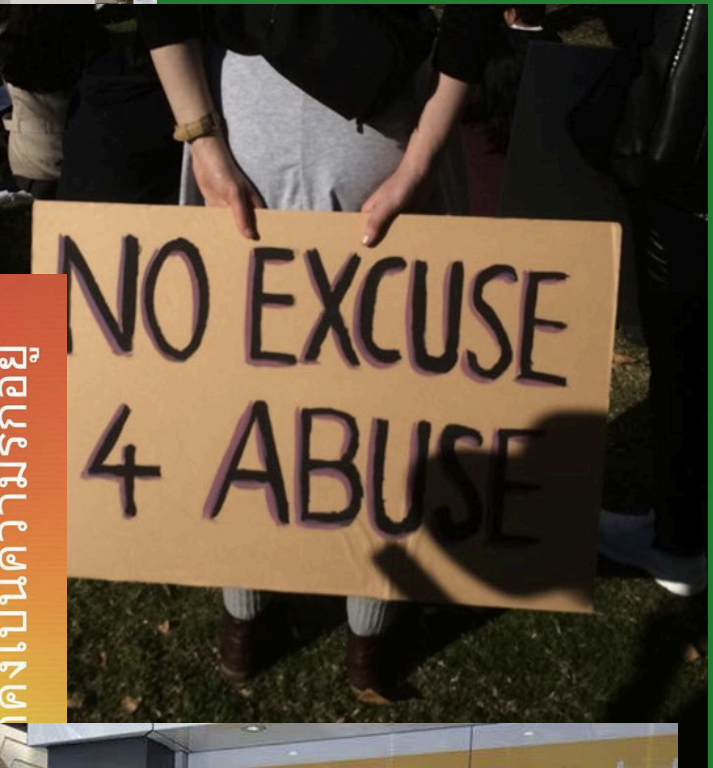
In December last year Shakti held its very first Art Auction. Dozens of art work were donated by artists nationally to support Shakti Refuges. The art auction was a one-day event held at Studio One in Ponsonby. An exhibition was held during the day and the Auction began in the evening. The art auction had a couple of performances of spoken word. The art auction was themed "Empowered Women, Empower Women" the proceeds of the auction went towards the Shakti Wellington Refuge to ensure the immediate survival of our critical life-saving services for women, youth and children. We would like to thank the artists for their wonderful work and their generation of their art work.

During April this year a Shakti supporter held a fundraising lunch event. This was the Persian lunch, our supporter spent the morning making Persian food for her guest, each of the guests that attended the event paid \$35 for three types of food (vegetarian, meat, dessert and afternoon coffee). At this event we also held raffles and each guest took home a succulent plant. The donations collected from this event went towards the Shakti Refuges. At yet another fund-raiser one of the supporters made a significant financial donation which went into supporting our services to the victims.

Our Auckland Safe houses also held fundraising event at Blockhouse Bay Community Centre and New Lynn Bunnings Warehouse. The donations collected were given to the Auckland Shakti Refuges.

GLIMPSES FROM THE SHAKTI ART AUCTION





SHAKTI

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Uthando uthando

LOVE IS

Ang pag-ibig a

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