



SHAKTI

ANNUAL REPORT 2024



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01 Message from the Chairperson



Kia ora and greetings,

I am happy to advise that Shakti has progressed well and is on track to meet its goals following reforms. We have effectively met with challenges and delays as expected during the reporting period.

One of our main challenges was to deal with lack of funding for our non-Permanent Resident clients and servicing their medical needs. With a great initiative of one of our wellwishers a medical fund has been organised to begin with and we are still in the process of negotiating with government around this matter .

We are very appreciative of the support being provided by MSD on helping us implement necessary changes and recommendations as advised in our internal and external review reports. We have almost completed the implementation of the recommendations with some minor changes. Shakti's core services – crisis intervention and refuge services will now transition to Shakti Woman's Refuge Trust (SWRT) and will be fully functional as such from early 2025.

It brings me great pleasure to announce that Shakti will complete 30 yrs of service in Aotearoa New Zealand in 2025, which we will endeavour to celebrate with our stakeholders.

I thank every staff and volunteer -- present and past --- who have contributed in serving and helping vulnerable women and their children, and working as a team, standing shoulder to shoulder in good times and bad times, to achieve a common goal.

Thank you!

Warm regards
Dr. Shanthi Selvakumar

02 International Women's Day

March 8th is International Woman's Day. It is a day for us to recognise the plight and strength of women all over the world. This year we commemorated this day with a Zoom Meeting where we had two guest speakers who discussed their personal experiences and how that reflects the general trends of abuse that have been seen in Aotearoa and globally.

We had two speakers, one of them from the Peace Movement Aotearoa (Valerie Morse) and a Shakti Trustee (Fauzia Bashir). The speaker from Peace Movement Aotearoa spoke to Shakti about military and arms spending. She focused on how women experience violence twice over in armed conflict, at a general and personal level. The Trustee spoke to us about her experience as a female Judge in Afghanistan and how her life changed after the Taliban took control over Afghanistan.



03 National Overview

This year all Shakti centres across the country have seen an increase in the number of calls to the CrisisLine and clients engaging with our services. The number of non-permanent resident clients engaging with our service has also increased. This has become a common trend, as this was also seen last year.

During the year, Shakti's governance and management has been focused on completing the restructuring process involving transferring of critical services from Shakti Community Council to Shakti Woman's Refuge Trust. This restructure and reforms came about after extensive organisational reviews, internal and external and following consultations with our stakeholders including the Ministry of Social Development and funders. The change resulted in the dissolution of all of the Shakti member organisations and them being brought as branches under the Shakti Woman's Refuge Trust (SWRT). The Head Office located in Auckland will oversee the branches all over New Zealand. SWRT and its branches will focus on crisis intervention service delivery and refuge services and will hereon function as one consolidated body with branches. Shakti community Council Inc will continue to function delivering counselling, safety programmes and other well-being services.

Focusing on refuge services also saw the introduction of the Regional Refuge Service Delivery Manager roles. There are three of them, one in Auckland, one in Wellington/Tauranga and one in Christchurch. These roles are focused on managing the regions, immediate response when there are crises and supporting refuge service delivery. This role provides support and supervision to the case workers and

youth workers in their respective regions. At the Head Office will be based a National Refuge Service Delivery Manager. This structure further helps in the provision of wrap-around, holistic intervention programmes, right from crisis response to re-settlement in the community of our survivors and their children.

Our service delivery staff and support team have performed exceptionally well in the face of changes. It is our strong relationships with each other and the community that helped us through major transitions and challenges.



04 Collaborative Events

Our team works closely with a multitude of partners that enables Shakti to deliver our support and services. Our partners include lawyers, counsellors, WINZ, the Ministry of Social Development, Oranga Tamariki, Kaianga Ora, Te Whatu Ora, the University of Auckland, Massey University, Unitec and the New Zealand Police. These partners allow us to carry out efficient and high-quality service delivery. Our place in the community allows us to work collaboratively with organisations in the domestic violence crisis intervention area.

Shakti staff, including our service delivery team, refuge team, community risk management team, social workers, counsellors, lawyers, MOJ safety program team, LifeSkill program team and doctors have been integral to providing wraparound services to all of our clients this year.

We want to take this opportunity to thank all the organisations that have provided us with their support such as: HUI, SAM South Auckland, SAM Central Auckland, Whanau Protect, New Zealand Police (South Auckland, Central Auckland), Waitemata Police, Oranga Tamariki, Family Start, NZESS, PRICE, PYKE, West SAM, University of Auckland, Te Puna Aonui, Central FSS and all the numerous others.



Shakti Auckland, Meeting with New Zealand Police

In Auckland, our team worked with the New Zealand Police to work on domestic violence awareness as well as cultural competency in cases where the Police are required to assist victims from ethnic backgrounds. These meetings make the community aware that Shakti is there to support, not only victims but to also show-case our work in the domestic violence intervention and prevention space.

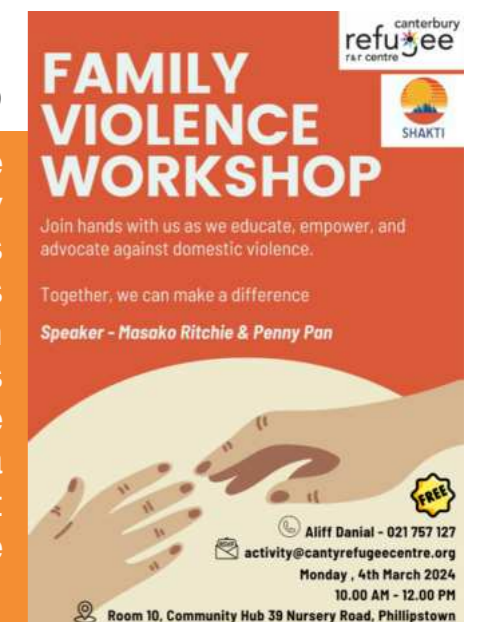
The Police are the first line of defence when it comes to domestic violence. It is imperative that they provide culturally competent services to domestic violence victims. Having culturally competent Police Officers could mean the difference between life and death for many clients. The better the Police perceive the risks of ethnic clients, the better they are able to respond.

Shakti Wellington, “Walk in their shoes” with Ministry of Social Development

Shakti organised Best Practice Guidelines workshops in Wellington in June and November 2023. Titled take a ‘Walk in their shoes’ they had the support of MSD and the Hutt Valley FVIARS team. The events were highly successful. Shakti had to decline several interested parties due to limited space. This was a one-day event and was delivered by Shakti founder Farida Sultana and assisted by the staff from Wellington office.

Shakti Christchurch, Family Violence Workshop

In Christchurch, our team ran a Family Violence Workshop, organised in conjunction with the Canterbury Refugee Resettlement and Resource Centre. This workshop was an important initiative as we have clients who come to New Zealand as refugees who are then subjected to domestic and family violence. It was important for the Canterbury Refugee Centre to be aware of the cultural nuances of family violence. They are a resettlement and resource service provider so they must be conscious of the risks faced by migrant and refugee victims of domestic and family violence.



05 Auckland Region



Shakti Auckland has experienced an influx of clients during this reporting period (2023 – 2024), compared to the previous year. The Auckland safehouse was at full capacity on a few occasions this reporting period which resulted in Shakti Auckland having to seek emergency motel accommodation for some clients. In addition to emergency accommodation, we made a provision to rent out a temporary house to accommodate the large influx of client we were servicing. Due to the high number of clients we service, we have had to expand the Shakti Auckland team. These new team members have been integral to increasing the number of clients we can service as well as improving the quality of the services we are providing.

Shakti Auckland worked closely with numerous partners that enabled us to provide efficient and high quality support and service to the clients. Our partners include NZ Police, lawyers, Oranga Tamariki, Kainga Ora, WINZ, counselling team, Auckland University, UNITEC and many others. Shakti Auckland continues to provide end to end services to our clients including social work advocacy, LSP workshops, MOJ safety program, medical, etc.

Shakti believes that as our clients experience abuse at the hands of their husbands, partners or family members, counselling is imperative to assist them in addressing these traumas. We believe that addressing this trauma will ensure clients can move forward from the abuse and not get stuck in a cycle of abuse that many survivors fall victim to. In addition to counselling, Shakti encourages clients to access the LifeSkills program. It is incredibly helpful for clients to gain skills, confidence and be empowered for life outside of our services. Although Shakti will always be there for our clients, we want them to be empowered and independent so they can live lives free from violence and fear.





CASE STUDIES

“A” was an Indian woman in her early 30s. She came to New Zealand on a student visa. While in New Zealand, her uncle arranged a marriage for her to a man in New Zealand. This was a second marriage for the both of them.

A was forced to stop speaking to her parents. The first time she asked to speak to her mother was the second day of their marriage. In response, A’s husband physically assaulted her. Her mother-in-law threatened to kick her out of their home if she contacted her family.

A quickly fell pregnant. However, due to the high levels of stress she experienced and the physical abuse she suffered, she miscarried. A’s husband did not support her during this time. Him and his family took her to the doctor to make a record of her mental health problems.

Aside from the physical abuse at the hands of her husband, A was also subjected to verbal, emotional and financial abuse at the hands of her mother-in-law. A’s husband took \$40,000 from A for his house. He made her a guarantor but she was not included as a second owner of the home. Additionally, A’s husband got A’s family to send him money and gold from India.

A fell pregnant again. However, the abuse did not stop. A said she was emotionally abused while she was pregnant. Her husband took a trip to India during this time and upon his return to New Zealand he was angrier with her more so than usual. He shouted at her and pushed her.

The client was admitted to hospital as she began bleeding as a result of the abuse. Out of fear, she did not disclose the abuse to her medical practitioner at this time. During her third trimester, the abuser and her mother began verbally abusing her again.

A left the home and went to see her midwife. She disclosed to the midwife that she was being abused. The midwife referred her to Shakti’s services. However, due to social pressure and the way divorce is viewed in the Indian community, A reconciled with her husband. The client continued to be verbally and emotionally abused.

She decided to speak with her midwife again. Due to the stress A fainted. A was taken to the hospital by the midwife.

A’s husband informed the midwife that he was not interested in taking A back to his home. The midwife explained to A that she was in a dangerous situation and that she should seek support. The midwife called Shakti and the client agreed to engage with Shakti’s services. However, another ethnic domestic violence intervention service provider was at the hospital and the client chose to engage with their services.

A few months later, when A’s child was 2-month’s old, A sought out Shakti’s services again. A and her husband were obtaining counselling support from the other service provider. However, the counselling support was not working. A’s husband was going behind her back and speaking to a lawyer. He intended to get sole custody of their son.

The client called Shakti seeking help. Shakti reached out to the Police for support as A was living in her husband’s home with his parents. The support from the Police was imperative due the dangerous situation A was in.

When the Police went to pick up A and her son, A’s husband attempted to stop the Police from doing so. As the baby was solely being fed by the mother and there were no legal documents that prevented the baby from being removed, the Police were required to remove the child alongside A, the mother. A and her baby were brought to the Shakti Safehouse in Auckland.

Through Shakti’s support the client applied for a Protection and Parenting Order. She was able to engage with an Immigration lawyer who supported her in applying for a relevant Visa to stay in New Zealand. Eventually, A was able to obtain residency and custody of her child.

A is now living free from fear and violence. She lives safely and happily in the community with her son.

06 Central North Island – Tauranga and Wellington



The Central Regions have seen a gradual increase in the number of clients they have been servicing. From September 2023 to January 2024, Shakti Wellington saw its largest numbers of clients engaged with our services than the entire year. In order to ensure that clients were receiving the best our services had to offer, Shakti Central Regions focused on training their staff. This was imperative to ensure that our new staff were aware of the policies and procedures Shakti adheres to when servicing clients.

We have been able to work with a number of organisations. In Wellington, Shakti has worked with the Wellington Police, Community Lawyers, and religious centres. These relationships have secured a number of donations, these donations included 4 copies of the Holy Quran from a representative of Kilbernie Mosque, which significantly benefitted our Muslim clients at the Refuge. The Police donated three baby car seats, and through their flexi fund, contributed by providing laptops, high chairs, strollers, clothing, and other baby-related items.

Shakti Wellington clients were very happy with the services provided throughout this duration. This was indicated by the clients who attended our Christmas gathering in December 2023. The event was a real success as many clients conveyed their appreciation to the caseworkers for helping them to be happy again.

Shakti Tauranga has seen similar developments. They have seen a steady increase in the number of clients engaging with our services. As the need for service delivery to clients has increased so has the need for staff. Over the last years Shakti Tauranga has focused on recruiting and training new staff to ensure that there are no gaps in the services we can provide.





CASE STUDIES

“B” was a Chinese woman in her late thirties. She moved to New Zealand with her Caucasian husband. They met while her husband was visiting China on a work trip. They got married in 2017 and had two children. B came to New Zealand on a partnership visa in 2020 but gained her New Zealand citizenship in 2023.

B and her children faced psychological, emotional, financial and physical abuse at the hands of B’s husband. B and her husband disagreed as to what was best in terms of the children’s education. B’s husband wanted the children to be home-schooled. Their 7-year-old son suffered physical abuse in the name of education and religion by B’s husband. She recalled that he assaulted her and their son on several occasions on top of the constant belittling, blaming, and financial abuse.

B decided to call Oranga Tamariki after her husband beat her son with a cricket bat. This on top of the constant abuse her and children were facing motivated her to seek help. After calling Oranga Tamariki, B called the Shakti Crisisline.

Once B agreed to engage with Shakti’s services, she moved into our safehouse. Shakti assisted her in obtaining legal support, a counselling referral to ensure mental/emotional wellbeing, and ensured her safety through accommodation and household supports.

B also engaged with our LifeSkills program which helped her build her confidence and self-esteem. This is imperative to the long-term success of clients in the community. They need to be empowered to make their own decisions and live freely in the community without fear.

Through accessing legal support, B was confident that she could live her life separately from her ex-husband. It gave her and her children the freedom from an abusive environment a life free from abuse. With the Protection Order in place, Shakti helped B reintegrate into the community. She was granted child support by WINZ with an accommodation supplement which helped in finding a private rental in the city. B was able to register her children at a primary and pre-school near to her new accommodation. At her new place, Shakti assisted with arranging an alarm system. Through Shakti, B’s children were granted Police Children Flexi Fund which helps with the purchase of a new laptop for education purposes. B continued seeking support from Shakti’s counselling services as it helped her address the trauma of her abusive relationship. B now lives safely and independently in the community.



07 South Island Regions – Christchurch and Dunedin



With an increase in client demand, it has been a bustling period for the Shakti Christchurch. Shakti's presence in Christchurch underscores its steadfast dedication to meeting the diverse needs of clients, especially those from ethnic backgrounds experiencing domestic violence.

Throughout December 2023 to April 2024, Shakti Christchurch's refuge remained at full capacity, with the Counselling room used for emergencies. We arranged motel accommodations for high-risk clients, later transitioning them to our refuge or organising emergency housing for PR/citizen clients after assessing safety risks. Advocating for numerous clients at our safe house posed challenges due to limited emergency housing availability, underscoring the need for transitional housing options within Shakti. Such initiatives would ease the burden on our refuge and reduce reliance on motels.

This quarter saw increased collaborative efforts to provide comprehensive client support for diverse needs, alongside awareness-raising initiatives. Youth advocacy efforts successfully reconnected with various schools, educational institutions, and like-minded organisations. Our array of client support services included safe housing, Counselling, life skills programs, legal advocacy, work and income advocacy, food and transportation assistance, as well as immigration support for eligible non-PR clients.



The year 2023 has been pivotal for Shakti Dunedin, marking a period of rebuilding and expansion after a phase of stagnation. We successfully re-entered the sector, moved to a new office space, and engaged in extensive networking and outreach activities. Shakti Dunedin operated with one full-time caseworker who managed client advocacy, networking, and 24-hour crisis line duties. The team was supported by a part-time volunteer and a trustee/custodian who assisted with various tasks, including workshops, meetings, and interpretation services.

Since mid-May 2023, we observed an increase in case referrals, each requiring substantial time and effort for effective support and advocacy. The majority of client referrals came from the SAM table, organised daily by the Police Family Harm Unit. Our strong relationship with the Family Harm staff, particularly the coordinator of Whangaia Nga Pa Harakeke ki Otepoti (NGO) Otepoti Dunedin Whanau Refuge, has been instrumental in our proactive engagement with these cases.

Dunedin has seen a rise in migrant, student, and refugee populations in the Otago and South Island regions. These communities bring unique cultural practices and challenges, including normalised domestic violence. Shakti Dunedin is culturally aware of these issues and strives to provide appropriate support to address them.

Empowered
Women
Empower
Women



“C” was a Pakistani woman. She pursued a pharmacy degree and started working in Pakistan as a Pharmacist. C entered an arranged marriage which was in line with cultural and religious norms in Pakistan. However, her husband became abusive. He had a number of failed marriages and exacted the same level of emotional and mental abuse on C. The abuse escalated to physical abuse when C and her husband moved to New Zealand.

C’s fear of her husband was motivated by the mental, emotional and physical abuse she was subject to. Her fears were only exacerbated by her husband’s family connections to extremist groups.

C initially engaged with another domestic violence intervention organisation. She was encouraged to relocate but was given no assurance that support from the other organisation would continue. C relocated but had no support in that city. She reached out to Shakti Crisisline and Shakti immediately intervened as we knew she was a high-risk client.

Upon engaging with our services; C obtained legal support and engaged with the family harm team. However, the C’s needs evolved and she required additional support. C was relocated to our Christchurch safehouse. Shakti was able to provide her with legal support, assist her in obtaining a domestic violence visa, and medical support with specific regard to her pregnancy.

Shakti had to be extremely conscious of the risk that this client may be forced to return back to Pakistan. The circumstances that awaited her as a divorcee and someone whose ex-husband was affiliated with an extremist group would put her at great risk. Through legal and immigration support, Shakti was able to assist the client in obtaining a domestic violence visa. This ensured her legal entitlement to stay in New Zealand.

C engaged with our life skills program which assisted her in addressing the emotional trauma she experienced. By engaging with Shakti’s wraparound services, C was able to reintegrate into the community with her newborn baby.

“D” was a Sri Lankan woman in the twenties. D entered into an arranged marriage as it was what was expected of her, regardless of her own aspirations.

D moved to New Zealand with her husband. Her husband quickly became physically abusive. She experienced physical, verbal and psychological abuse at the hands of her husband. One day, after her husband physically abused her, she bravely reached out to the Police. The Police referred her to Shakti’s services.

D stayed at the Shakti safehouse for 11 months as she encountered a number of complex challenges in New Zealand due to the trauma and loss she experienced, both for her old self and the life she had envisioned. She required a comprehensive range of support, this included; counselling, legal support, and immigration support. She also utilised our life skill program to rebuild her confidence and self-sufficiency.

Through the support of a lawyer, D was able to secure her legal right to reside in New Zealand. Through the life skills programs she was able to rebuild her confidence and found employment. D is now thriving in the community after achieving financial autonomy. D lives an empowered life which allows her to make her own choices. She can now live the life she always envisioned for herself, free from fear and violence.

This case highlighted the importance of culturally competent services. The political unrest in Sri Lanka made it impossible for D to return home, in addition to the social stigma of being a divorcee. By being conscious of these moving parts, Shakti was able to assist this client long-term as we were aware of the perilous political and personal circumstances D was in.

08 From the Head Office

This year, post restructuring the Head Office was committed to creating and providing a strong foundation for our branches to operate out of. We were committed to enhancing a positive working environment that would further help improve our services to our clients.

This initiative saw the introduction of a new organisational structure, Kaupapa and workplace wellbeing. We implemented the new organisational structure to streamline communication. We wanted to make sure that there were clear procedures and policies when it came to how we operated. This accompanied the workplace wellbeing and the Kaupapa ensured that communication and relationships were paramount. Due to the nature of the work that Shakti does, we require collaborative relationships not only with external agencies, but within Shakti as well.

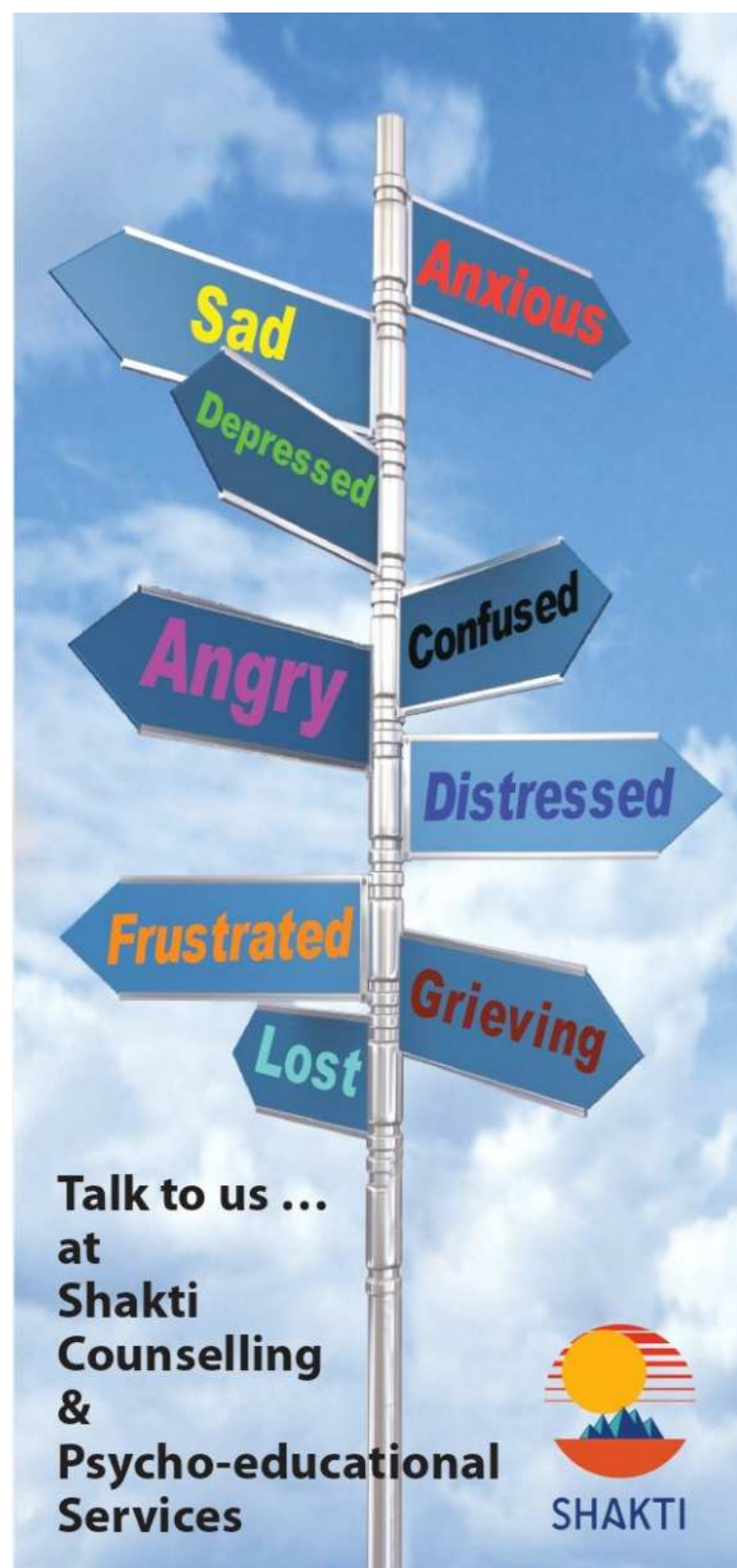
It is through the relationships that Shakti has fostered that we have been able to service and support many women throughout our last 29 years of operating in Aotearoa. By prioritising relationships, we value those who came before us and paved the way for us to do the work we are doing today.

We would like to thank our funders for their continued support. Our appreciation also goes out to all our staff and volunteers who have helped carry on our cause.





09 Shakti Counselling & Wellbeing Services



During this reporting period, Shakti Counselling & Wellbeing Services continued with its work delivering services to vulnerable women and children. There were two main services that were in focus: Safety Programme for women and children at risk and individual counselling.

During the period Shakti received 254 referrals from the Ministry of Justice (Courts) to deliver a Safety Programme to women and children. Of this 158 were women and 96 were children.

As regards Counselling, we delivered therapy to 211 clients, mainly to women and young persons.

Ministry of Justice (MOJ) contracted Protected Persons Safety Program

For the Annual Reporting period April 2022 – March 2023, we received 254 referrals of women and children, in Auckland, Wellington, Tauranga and Christchurch. We also recorded referrals from other regions as well. Of this, 158 referrals were for adult women and 96 were of children.

MOJ contracts Shakti for Strengthening Safety Services (adult victims who have PSO and or are awaiting Protection Order outcomes in the criminal court or family court) and Supporting Safety Programme services (adult and child victims with Protection Orders and or awaiting Protection Orders). Our Safety Programmes runs between 5-15 hours for individuals and can be longer for groups. However, the predominant choice of programmes by our women survivors have been for individual due to confidentiality being exposed, varying English language abilities and other varying circumstances. Children do the programme either as individuals or in groups of siblings if the age gap between them is not too wide.

During the period we had 13 Safety Programme Facilitators, either part-time employed or on board as independent contractors. They have various educational backgrounds including counselling, psychology, education and creative therapies.

Ministry of Justice (MOJ) Review

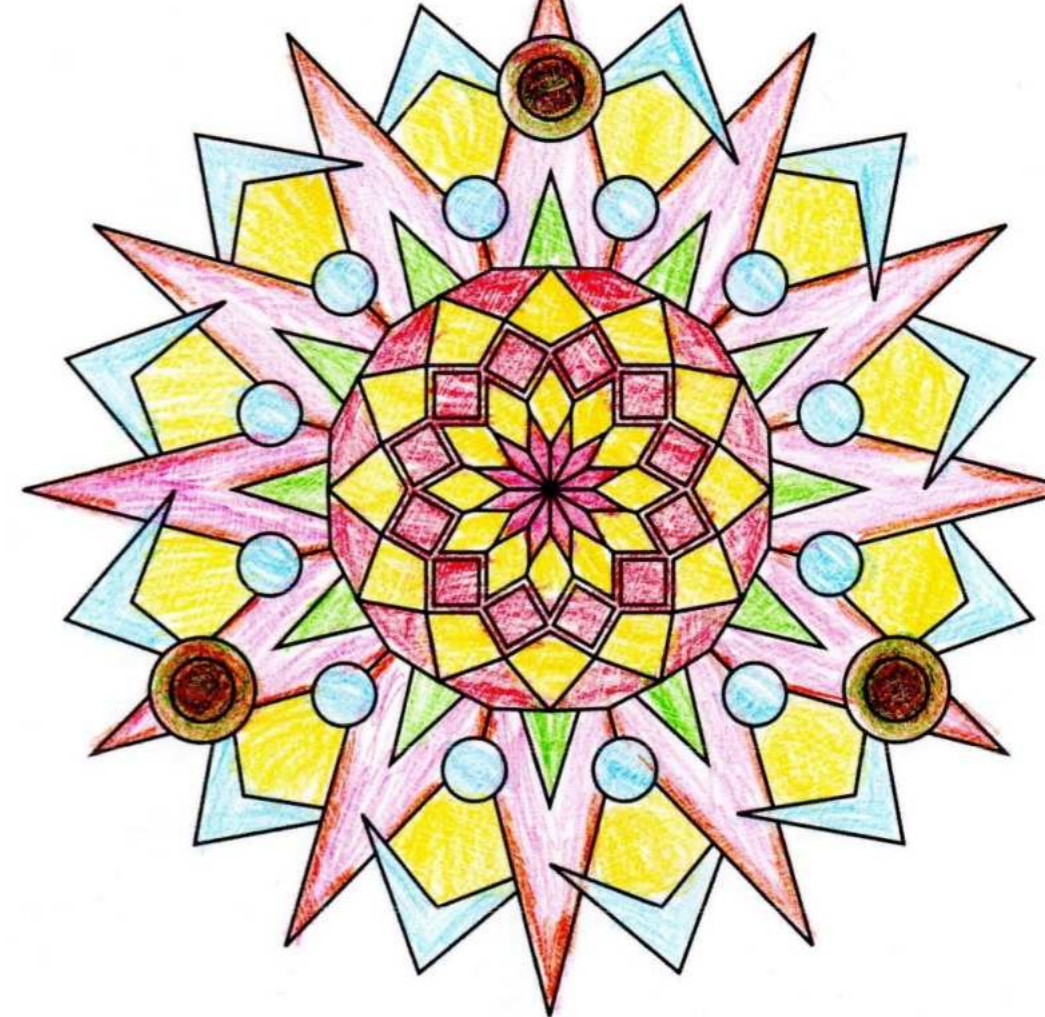
MOJ conducts periodic reviews and monitoring of the progress of the cases referred. These reviews happen on an average every 2-3 months. We appreciate these review sessions as we are able to better align with the service delivery expectations of MOJ as well as Shakti is able to present its challenges and success stories.

Shakti Counselling Services

During the April 2023 to March 2024 reporting period, our counselling unit provided over 1,055 hours of counselling to 211 individual counselling referrals received from within the Shakti group, predominantly of adult women victims. The sessions were delivered via face to face as well as through online medium. The ethnicities as self-identified by our clients include Chinese; Filipino; Sri Lankan; Fiji-Indian; Afghani; Pakistani; Thai; Korean; Irani; Indian; African; Ethiopian; Iraqi; Indonesian; Taiwanese; Nepali; Bangladeshi; Malaysian; Jordanian; Uyghur; Middle Eastern; Syrian; Palestinian; Egyptian; Tunisian

Work & Income subsidy fee for counselling was very low as many women were not eligible for the subsidy since they were working and had incomes above the Work & Income threshold. Shakti had to deliver the counselling free of cost to such clients and we appreciate the support provided by our student counsellors.

As was expressed last year, lack of funding in the counselling/mental health area continues to be a grave issue as counsellors after gaining full registration/membership of a counselling body opt for government jobs or set up their private practice which enable them to earn higher incomes. Retaining registered counsellors continues to be difficult for Shakti as a result of high wage expectations by registered counsellors.



Adult Safety Program

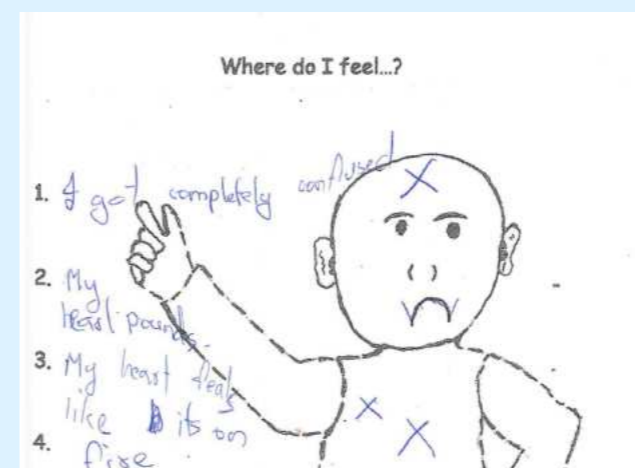
A client Mingli (pseudonym), of East Asian origin and who had two young children living with her was referred to Shakti. She had no support from any one as her family was not in New Zealand. She had an over-controlling husband (Caucasian origin) who had been financially and emotionally abusive to her, and physically abusive to the children, especially to the older child who was home-schooled by him. Their common friends and connections were from the husband's church who seemed to support him and held beliefs that privileged the superior position of the man in the household. Mingli was isolated and did not trust the friends. She filed for a protection order. Her husband was not working and she was the primary breadwinner. Mingli was supported by a social worker from Shakti in finding a place to live and getting day care for the young child. She faced personal and financial pressures, and was very low in self-esteem. After being referred to the Counselling unit she underwent counselling and also began the Safety Programme with the Facilitator.

Mingli was committed to attending the safety program sessions and felt the weekly meetings were of great help to her and she started looking forward to the sessions. After having completed the programme she said that she learned a lot about how the abuse she had endured was not okay, and that it helped her acknowledge the pain that she underwent for several years. She is now living in her own rented accommodation with her children. She is focused on getting on with her life, started driving lessons, and improving her work experience with the goal of being able to work part time in the future while accommodating the children's needs. The programme content equipped her with knowledge about her rights, facilitated the start of her healing process, and starting over as a single parent. By the end of the programme, Mingli was in a more positive emotional state and felt safe. She is now optimistic about her life going forward without abuse.

Child Safety Program

A South Asian, Joselyn (pseudonym), was married to the respondent for over 15 years via arranged marriage. Together with the respondent, they have two boys 12 (John) and 14 (Bernie) years old, which happened after having to abort multiple pregnancies due to the physical abuse she suffered from the respondent.

Since moving to NZ, the respondent has strangled her and physically abused her. They were then separated in 2022. The Respondent had forced his way in to the home during visitation of the boys and physically abused her in front of the children. Joselyn was no longer able to tolerate more pain as she is suffered from multiple sclerosis that leads to excessive pain and discomfort at times. She is on medication and has been waiting for neurosurgery for the past 12 months.



While working on the safety programme with the children, John and Bernie were willing to listen and showed understanding about how to keep themselves safe. However, when discussing the abuse that had happened at home, it seemed like they became protective of their parents, particularly of the father and did not reveal what they had witnessed. The Facilitator therefore had to work through their

concerns and make them aware that abusive behaviour is not acceptable and that it is not their job to protect their parents.

During the conversations at an in-home visit, it was revealed that in one incident Joselyn allowed the respondent to send the children to school on a rainy day citing shared parenting responsibilities. The Facilitator informed her that this would be a breach from her end and encouraged her not to do so without legal advice. Post attending the children safety programme, the children said that they now understood how to keep themselves safe in the event of an emergency and in the event of getting caught between their parents. They also learnt how to get help quickly and safely and getting away from unsafe situations at home and outside of home.

Children Witnessing Violence Programme – OT

Shakti Christchurch has a small contract with Oranga Tamariki for working with children witnessing abuse. We are happy to report that our local children's programme facilitator successfully fulfilled the contractual obligations having provided the programme to more than the contracted 15 children during the period.

Conclusion

Our work during this period centred around sustaining our services within the budget we had as workload kept increasing. Staffing was appropriate with the referrals we received, however, the numbers of work hours required per region increased and budgetary provisions were limiting. In the coming year we will be focusing on raising additional resources through external grants so that we can hire counsellors for fixed number of hours per week in every region that Shakti operates in. Our heartfelt thanks go out to our staff and those who are committed to this service for the long term. We are also grateful to our client groups for providing us with an opportunity in providing them safety programmes and therapy services.

“ I noticed a positive change in my attitude compared to when I initially engaged with Shakti Counselling & Safety Programme services. I feel more confident now.

—A Survivor

”



SDETAT

The newly formed Sustainable Development Education Training and Advisory Trust (SDETAT) completed its first Annual General Meeting in March 2024. This new Trust serves as a working platform to empower domestic violence survivors through education, training, research, and participation.

Operating on a unique model, SDETAT recognises the importance of holistic wellbeing and empowerment on achieving learning outcomes. The training programme is heavily based on practical and interactive methods for dynamic and effective teaching.

10 SDETAT: Life Skills Program and Staff Training

Life Skills Program

Life Skills Program delivery is a 12-week topic of basic education and awareness followed by an option to do a digital computer course provided to the survivors of domestic violence. It serves as a bridge for the survivor to open a new window of opportunity toward their independence of job placement and future career pathways. This Second Chance Life Skills Program is to educate and empower and highlight the importance of becoming employable and self-dependent through the safe transition to a new future.

SDETAT works cohesively with the Shakti staff and volunteers who endeavour to outperform through their commitment and support in delivering In-house capacity-building training and staff internal training nationally. As per the previous statistical data Shakti has seen clients from the under 35 age demographics increase as well as an increase in clients from South Asian ethnicities.

The life skills program was delivered on a need basis of survivors the on-job training for 12 weeks as an extension to gain work experience in NZ work culture. The client is encouraged to be self-reliant in terms of employment and career enhancement.

Digital Inclusion Program

Computer training is an additional training opportunity to access digital devices and learn the digital skills that enable survivors to gain job placement or reconnect with family and employment. SDETAT Life Skills Program partners with local community organisation / Trust to deliver our digital inclusion programs. SDETAT partners with Katoa Connect Trust to coordinate the amazing computer literacy program. The computer class was highly engaged and had positive outcome of client buying a refurbished device with minimal cost. The client thoroughly enjoyed 10 week modules provided by SDETAT training facilitator in Christchurch and Auckland. The survivors were equipped new learning of how to use technology and safeguard digitally.



The Ethnic Best Practice Guidelines



The Ethnic Best Practice Guidelines are developed by Shakti to offer information and guidance for those involved in delivering family violence services. The Guidelines will help raise awareness of the dynamics of ethnic communities in Aotearoa New Zealand and highlight appropriate ways to serve survivors from ethnic communities.

The development of this guideline involved extensive consultations with NGOs, communities, government departments, academia, Human Rights Commission and most importantly Shakti's survivor groups.

MSD Workshop

As a Partner Organisation to Shakti Women's Refuge Trust, SDETAT collaborated with Shakti to develop and deliver the Ethnic Best Practice Guidelines Workshops for the Ministry of Social Development (MSD). The workshop encouraged interactive participation through presentations and activities, offering insights into the guidelines and fostering a deeper understanding of best practices when working with ethnic communities affected by domestic, family, and sexual violence. The workshop was facilitated by Farida Sultana, Director of SDETAT, with support from Shakti's regional staff.

The project resulted in generally improved attitudes and behaviours, with the main outcome being positive changes that could be adopted by the Ministry of Social Development. A secondary outcome was the potential for future training across other Ministries to enhance cultural understanding and awareness. As we move forward we aim to continue to bridge gaps and create empathy between government entities and victims.

Practice Review Workshop

In May 2024, Shakti, SDETAT and Counselling Unit had a combined national hui in Hamilton. Life Skills Program staff participated to discuss the implementation of Shakti's core services and noncore services.



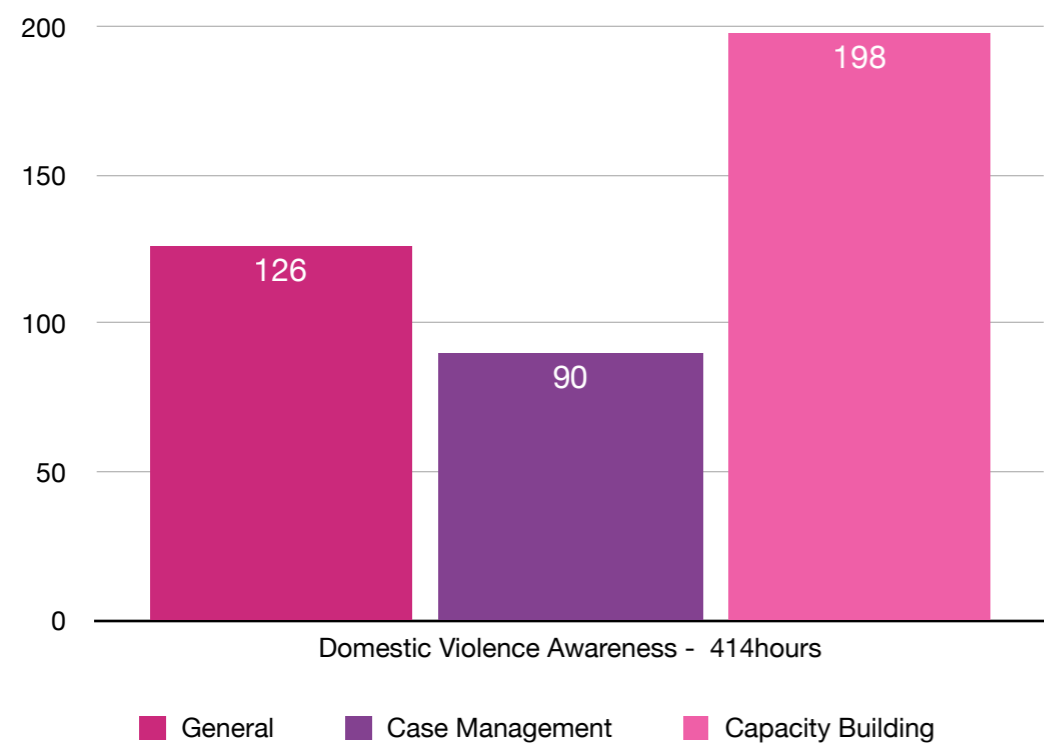
Internal Training for Shakti Staff and Volunteers

Special Topics (948 hours)	
Work Ready	288
Crisis Management	176
Ethnic Best Practice Guidelines	175
NPRCW	126
High Risk Management	90
Post Natal Workshop	46
Youth CRM	24
CDEAW	23

SDETAT undertakes various different training programs over the year ongoing bases to provide in-house training for Shakti new and existing staff e.g. Social worker, Counsellor, Ministry of Justice Facilitator, Case Workers, Administrative Staff and Youth Workers. It also engages external facilitators to deliver staff capacity building workshops.

In 2023-24, 1362 hours of internal training were delivered, covering special topics such as Work Ready, Crisis Management, and Domestic Violence Awareness, alongside in-house training, supervision, and external workshops focused on capacity building and professional development. (see below overview of internal training table).

Workshops and ongoing capacity building were provided by SDETAT to all staff and volunteers during the year. The below chart shows the 948 hours of workshop delivered and new recruitment staff and volunteers took Domestic Violence Awareness training equivalent to 414 hours.



Overview – Internal Staff Training and Capacity Building

Types of Training	Training Outcomes
Domestic Violence Awareness Training	All staff/volunteer- Duration - 3 days. Topics - DVA Awareness training, Understanding of Global oppression against women, Gender based Violence, Religious and Cultural influence of violence against women, Feminism, Definition of Female Genital Mutilation, Definition of Dowry abuse.
Work Ready Training for Case worker and social worker	<p>All Staff- Duration (5 to 7 Days). Topics - DVA Awareness training, Understanding of Global oppression against women, Gender based Violence, Religious and Cultural influence of violence against women, Feminism, Definition of Female Genital Mutilation, Definition of Dowry abuse.</p> <p>Definition of Rights of girl child, Universal Declaration of Human Rights</p> <p>Power and control wheel, Difference between Domestic dispute and Domestic violence, Effects of violence, Definition of Rape, Definition of Underage and forced marriage, Definition of parental abuse, youth perspective, Definition of child abuse and Anti-smacking legislation, Convention for Elimination of Domestic Violence against, Women (CEDAW-UN Treaty), Plain Language understanding of Human Rights Article. One to One Assessment, Shakti Working Module, One to One Assessment, NPR Assessment, Telephone Risk Management, Returning Risk Assessment, working in the refuge, Do's and Don'ts, Code of Ethics and Code of Practice, Working with the Refuge clients' guidelines, Service induction.</p>
Crisis Management/ Risk Management	All Staff- Duration (3 Days). Definition of Crisis Management in Domestic Violence context, Guidelines of Crisis response, Crisis flowchart, Risk Management, Client Safety Plan, Risk for the Social Worker, Crisis/Risk Management Plan, High Risk factor, Serious Harm and Lethality Management, Risk Management, Types of Risk and Risk Management, Risk in Family violence, Risk Factors: Static and Dynamic.
Case Management/ Intervention Management	<p>All Staff- Duration (3 Days). What is Case Management, Case Assessment, Key information assessment, Importance of case planning, review and evaluation, Professionalism and Boundaries, Appropriate communication, Understanding and Managing conflict, Professional and Personal Challenges, Adequate resources. Shakti working Model – Direct Practice Model, Battered Women's Movement Within the Ethnic Community. Case management outline, Youth Case management, Advocacy for the client, Return Base Accountability.</p> <p>Non-Permanent Resident Case management outline</p> <p>Returning Risk Assessment, NPR Flow Chart, NPR client case management flow chart, Dos and Don't's, Non-Permanent Resident client case management, Working internationally, Welfare of the client.</p>
Telephone counselling and Crisis Line Training	All Staff- Duration (3 Days). Listening Skills, Crisis line operation, Transference & Countertransference, Telephone Counselling, Role Play – Telephone Counselling, 1800 SHAKTI Crisis Line– Introduction to system.
Community Risk Management	All Staff- Duration (3 Days). <i>Community Risk Assessment and Management Plan, Community settlement Plan, Community Risk Management Guidelines, Community Mapping, Community Risk Management Package for Client, Whanau Protect (Home Safety Plan)</i>
Child and Youth Case Management	<p>All Staff- Duration (3 Days). Understanding the framework for working with children</p> <p><i>Parental abuse of Teenaged Children & Youth, Understanding Shakti's obligation to Child, Youth and Families, Protecting Child Safety, Child risk assessment, Environmental assessment, Referral process, Obligation to the Police and CYFS</i></p> <p>Youth training – Youth Case Workers Duration (3 Days).</p> <p><i>History of Shakti Youth, Homophobia and transphobia, Te Tiriti o Waitangi, Youth Development and Youth Work Code of Ethics, Group facilitation skills, Workshop planning skills, Strategies and models for social change, Mediation and conflict resolution, Event organising/fundraising, social media skills, working with other organisation for the welfare of the child, Overview of Youth work, Underage and forced marriage, Child abuse, Adolescents abuse, awareness of Youth Program and advocacy.</i></p>
Legal and Immigration Advocacy	<p>All Staff- Duration (2-3 Days). <i>Legal framework to protect client, all orders such as Protection order, parenting order, non-removal order etc. (relevant documents needed to prepare), Domestic Violence Act, understanding how family court operates, Role of legal advocate.</i></p> <p><i>Role and responsibilities of the client in the legal advocacy, Case study, Case analysis, Legal Advocacy, All legal orders, Immigration for NPR clients.</i></p>

11 Sustinnoworx



Sustinnoworx is a social enterprise launched in August 2015 to help skilled but unemployed individuals harness their abilities and resources to become entrepreneurs. The sustainable model promotes economic independence and long-term self-sufficiency through education, upskilling, and innovation. The goal is to move people from unemployment to financial independence, while ensuring resources are used in a way that doesn't compromise future generations.



Sustinnoworx Celebrates Successful Social Enterprise Store Launch in Glen Eden



Glen Eden recently welcomed Sustinnoworx to the community. Sustinnoworx is a women-led non-profit organisation and eco-friendly

its supporters and funders, including a speech from Sheralynn Tonu'u, Senior MP Support to Hon Carmel Sepuloni, Electorate Office of the Deputy Prime

also contributes to the exploitation of women in the garments factories overseas who are underpaid and overworked.", says Farida.



Shop Relocation

In January 2023, severe flooding in West Auckland caused significant disruptions to our Sustinnoworx retail shop, forcing us to close the Henderson location due to extensive damage. After struggling to find a new location, we moved goods to temporary storage.

In August 2023, we successfully reopened at Glen Eden Train Station, offering new employment training opportunities for women victims in the Auckland region. The new venue has become a hub for volunteers, staff, and students, focusing on sewing and up-cycling training projects. Rotary Henderson's support was instrumental in helping us relocate and continue our mission.

We are pleased to announce the successful opening of the Sustinnoworx store at Glen Eden Train Station in August 2023. This new location marks a significant milestone for us after the West Auckland floods disrupted operations in Henderson. It now serves as a revitalised retail space and a training venue for sewing and up-cycling projects. Nicky Hager, a renowned New Zealand investigative journalist and environmental activist, attended the opening.

The Glen Eden Village Voice featured an article on the shop, highlighting our sustainability efforts and commitment to reducing textile waste through up-cycling, which has boosted our visibility and community connections.

‘On the Job’ Training

‘On the Job’ work experience retail training offers survivors the chance to gain practical skills, build work confidence, and improve career opportunities. The 12-week on-the-job training includes options in retail customer service, childcare, hospitality, and rest-home health care. Supervised work experience is tailored to each client's future planning and goals, supporting their path toward employment and self-sufficiency. Regional Life Skills Program coordinators collaborate with local businesses and non-profit organisations to identify suitable employers and training providers, ensuring survivors work in a safe and supportive environment.

This year, Sustinnoworx has made great strides in on-the-job training, particularly in retail and sewing with our survivors. A key highlight was the creation of two custom up-cycled dresses for regular customers, where clients played a significant role in the design and production, taking pride in the final result. Another highlight was producing tote bags for the Shakti Annual General Meeting, offering clients valuable experience in efficient, large-scale production. Completing this commission for such an important event was an exciting new challenge for them.

Several women who participated in this program have gone on to secure permanent jobs, an outcome that speaks to the effectiveness of this initiative. For example, one trainee, Sheila (not her real name), completed her training while caring for her baby and is now employed at a daycare centre, where she continues to build her skills in a supportive environment. Another participant, Amina (not her real name), transitioned from volunteering at a Sustinnoworx shop to pursuing employment in childcare, further refining her skills and improving her English. These women's journeys exemplify how the On the Job Training programme provides a crucial stepping stone toward stable employment and independence.

Workshops & Educational Programs

Our workshops serve as a cornerstone of our mission, educating participants on the environmental impacts of textile waste and the human cost of fast fashion. In 2023, Sustinnoworx hosted several impactful events, starting with a "Climate and Women" national forum for International Women's Day in March, discussing global climate challenges for women. Also in March, a two-part Fast Fashion seminar series, held in partnership with Manaza, focused on fast fashion's environmental and social impact. In May, the Organic Pantry in Ranui organised two vegan cooking demonstrations, promoting sustainable eating. Lastly, in October, a Healthy Homes Info Series, in collaboration with Eco Matters, provided practical advice on maintaining healthy, sustainable homes. Each event fostered community engagement and contributed to sustainability awareness.



One of the standout events hosted by Sustinnoworx was its involvement in the 2023 Eco Fest West, where it held crocheting workshops that focused on repurposing textile waste. These workshops were a resounding success, with participants learning to create new items from discarded fabrics, reinforcing the organisation's mission to reduce textile waste and promote sustainability. By blending environmental awareness with practical skills training, these workshops offered participants a hands-on approach to sustainable living while helping to reduce the environmental footprint of fast fashion.



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