



**STAY SAFE!**

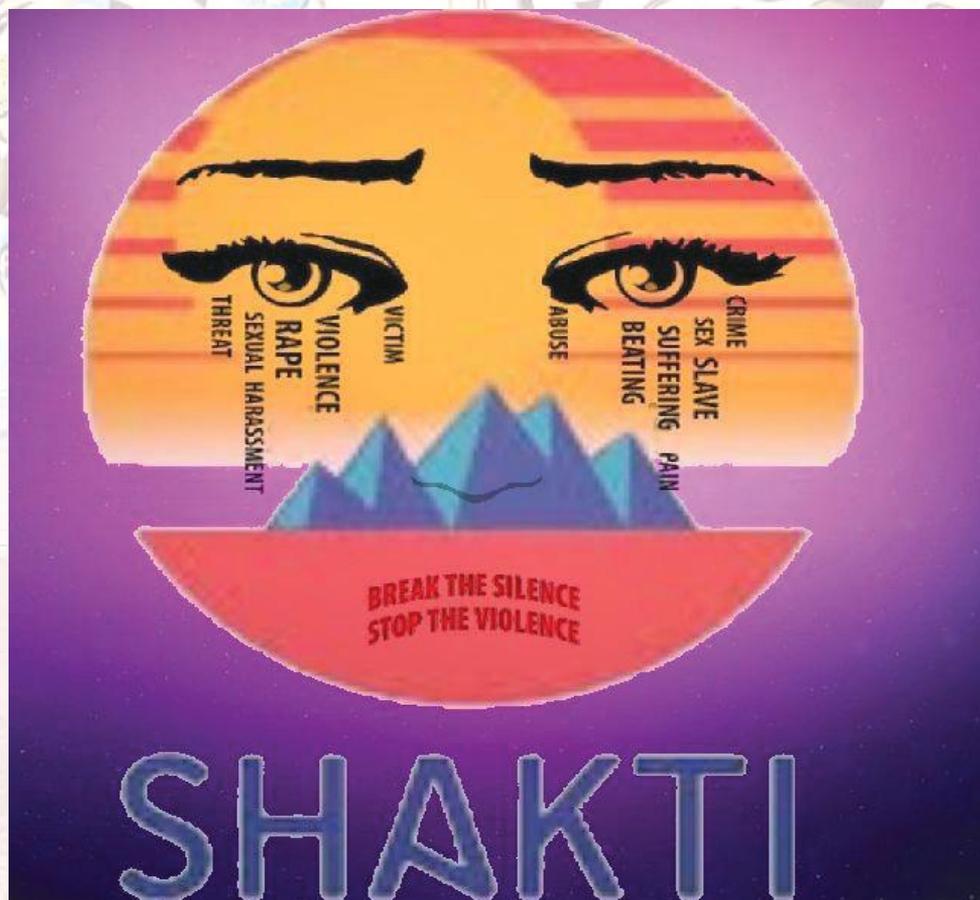


# IN MEMORY OF THE LIVES THAT WERE TAKEN

The year, as momentous as it was for Shakti in many ways, was once again a reminder for us all that as women, our place will continue to be in the struggle. Our world continues to be threatened by abuse, violence, discrimination and oppression against women, children and young women. It is relentless.

Two survivors who had passed through Shakti's doors and had moved on to find their own safe space were brutally killed by their perpetrators against whom they had Protection Orders. Zhimin Yang was stabbed to death in West Auckland. Sherine Nath was battered to death in South Auckland.

May their courageous souls rest in peace!



## Content

- Message from Farida Sultana
- Executive Summary
- About Shakti
- National Office Report
- National Service Delivery Report
  - Shakti Asian Women’s Centre Inc.
  - Shakti Asian Women’s Safehouse Inc.
  - Shakti Ethnic Women’s Support Group, Christchurch Inc.
  - Shakti Ethnic Women’s Support Group-Central Region Inc.
  - Shakti Ethnic Women’s Support Group Dunedin
  - Shakti Ethnic Women’s Support Group Wellington Inc.
- Youth Unit
- Shakti Counselling Services
- Setac Ltd
- Lets’ Deal With It Campaign
- From the Funding Desk

## Message from Farida Sultana



Creating a violence free society is a lifetime commitment for a lot of women whether inside Shakti or outside of Shakti, whether in New Zealand, Australia or globally.

Women continue to invest 100% of voluntary hours to eradicate violence from society. Women fulfil their commitment in different capacities. If you are one of the women who get paid, you consider yourself lucky that you get paid for the job you are absolutely committed and passionate about. Women are historically expected to clean up the mess in society, not only domestic violence but many other aspects as well. I believe domestic violence is a cancer in our communities. It cripples, society inter-generationally. Eradication of domestic violence is not a choice, it is must.

Being an immigrant woman in New Zealand, I consider myself a woman of colour. For a woman of colour, multiple layers get added on top of domestic violence. When you challenge your communities, their very deep-rooted traditional, patriarchal structures and challenge male domination, you immediately become an outcast in that society. In the host country, you face racism, discrimination, marginalization, micro aggression, etc. I look back at the last 25 years of Shakti and I look for the silver lining that kept my commitment going. For me, the changes I have seen that women make in their lives by getting a little bit of support from Shakti is very rewarding. I have seen them flourish from the deep end of a dark space. I feel humbled every day of my time with Shakti and feel lucky enough to be part of their journey.

Social change: Individual change cannot go very far unless society changes. Even though it is an uphill task to bring about social change, I am thrilled to be part of some of the social changes Shakti brought about over last 25 years for migrant and refugee women in New Zealand.

As for Shakti as an organisation, I believe every organisation has life of its own. It develops resilience, stands tall, attracts wonderful support from men, women and wider communities who give their time unconditionally; engage in the bigger change in the individual and society, creates a team spirit, connects people at all levels. Every one of them, every Shakti organisation did that, and continues to do so be it Tauranga, Wellington, Auckland, Christchurch or Dunedin. They are creating a safe space for women and their children. Two decades and five years on, Shakti's contribution to society besides the lives of domestic violence victims and their children is immeasurable. It also provided opportunities for many migrant and refugee women to get work experience and establish themselves in their respective fields with social work registration and counselling registration. It created pathways for them to get into better paying and stable jobs, like those in government departments.

I am grateful to Shakti UK which kept me and my daughter safe when I needed them most, over 25 years ago. I was committed to deliver what I received to other women and their children --- to give back. That led me to set up Shakti in New Zealand and overseas.

I would like to thank everyone before I conclude: Our staff, volunteers, committee members, external networks, teachers, facilitators, women who contributed their time, their skills in different capacity. Without your contribution, Shakti would not be able to continue doing the work it does and grow. I would like call out to our young women: If you want your future generation ---women and children to be safe--- please do make a commitment to the organisation so that it can continue to support women and children when they need it most.



## Executive Summary

Greetings!

We are currently undergoing an unusual time of our lives with the Covid-19 pandemic. And, we are having our AGM 2019-2020. The Pandemic has taught us lot of things --- gratitude, peace and kindness which we should share with each other. On top of the Pandemic related stress, we have had to see domestic violence crippling a lot of our women and families.

It's a sad year for Shakti as we lost two clients in 2019. Our condolences to the family who lost their loved ones to family violence which was a preventable loss. It has hurt all of us deeply. We learn from this and keep our eyes and ears open for the vulnerable women and families.

We had taken on the challenge of the Let's deal with it -- Eliminating Discrimination Campaign which was due to be launched on the March 13th in Auckland, Tauranga, Wellington, Christchurch, Dunedin, Sydney and Melbourne. However, we had to make the decision to postpone the campaign as COVID -19 started to unfold in Australia and New Zealand. The Wellington launch was to be held in Parliament with MPs attending, including Australian Senator Mehreen Faruqi.

We had a major review of service delivery during the lockdown for all Shakti centres and got feedback from the staff and committees, which made us review ourselves. We are still in the process of critically analysing the way we work in the organisation. We are also reviewing of our service delivery to see how we can ensure better safety for women and children, especially during such times, including developing an App for victims to assess their own safety and call for help.

A good outcome this year is that we will be receiving government funding for our Wellington refuge. The Youth Unit received funding from the Ministry of Youth Development. We also received COVID emergency funding from MSD and MOJ to support our refuges and provide additional client support. We acknowledge the government support.

Unfortunately, the COVID circumstances compelled us close our Sustinnoworx shop in Christchurch, while we seized the opportunity to move our Auckland Sustinnoworx shop to a better place in West Auckland. Some our women survivors have engaged themselves in making masks at the shop which are currently being marketed to keep people safe. We are keen to develop such income-generating activities for the women.

This is Shakti's 25<sup>th</sup> anniversary year. We could not celebrate on a scale we wanted to, with the public, as the whole world was shattered with the Pandemic and worsening domestic violence.

We could do better united and as a Team at Shakti with only one thing in mind: **Empowering Women and Families to lead a safe peaceful life with dignity.**

**Dr Shanthi Selvakumar**

**Chairperson, Shakti Community Council Inc. & Member Organisations**



## SHAKTI WOMEN AND WELL-WISHERS



# SHAKTI, 25 years on....

It all began 25 years ago, when Shakti opened its doors to service migrant and refugee women and children. What began as a support group founded by 8 women including Farida Sultana, grew into a full-fledged service for women and families affected by domestic violence. A gap in culturally competent services for Asian, African and Middle Eastern women in New Zealand sowed the seed for culturally specialist services for such communities which had women going through oppression and abuse inter-generationally. Today, Shakti and its women continue to challenge the cultural acceptance of Domestic Violence within our communities, promote greater gender equity and bring about social change.

Over the past 25 years, Shakti has been critical in several law and policy changes in New Zealand and Australia. Among them are Marriage (Court Consent to Marriage of Minors) Amendment Bill which aims to prevent forced and underage marriages; and changes to the Family Violence Act 2018 to include Dowry and honour-based violence practices as well as strangulation. We continue to be involved in our advocacy for a safer New Zealand and our members are working with the Joint Venture Business Unit (consisting of 10 Government Department heads) and specialist NGOs in developing an intervention and prevention model in addressing family and sexual violence.

## OUR VISION

To have a world where women and children are empowered to live a life of dignity free from fear and violence and are able to exercise their rights, choices and responsibilities

## OUR MISSION

We endeavour to facilitate and ensure safety and overall well-being of all women, young women and children through strategic intervention measures aimed at eliminating all forms of oppression and gender-based violence.

## OUR MEMBER ORGANISATIONS

1. **Shakti Asian Women's Centre Inc.** Established in Auckland, this organisation provides a 24-hour multi-lingual national crisis call service (0800 SHAKTI) for ethnic women in domestic violence. It also provides drop in centres for women, outreach, case work, advocacy, counselling, legal referral, interpreting, life skills programmes, domestic violence intervention and awareness training for communities and lobbying for change. We have drop-in service centres in the North Shore, Manukau, Onehunga and Henderson so as to be able to be closer to the doorstep of women who need our services most.
2. **Shakti Asian Women's Safehouse Inc.** This organisation has two culturally specialist refuges in Auckland that offer culturally appropriate refuge for ethnic women and their children, which are safe and confidential and offer emergency residential services, self-empowerment programmes, therapy, counselling, legal support, health referral, food support, advocacy in housing and immigration, ACC therapy, life skills education and initiatives to promote self-reliance.
3. **Shakti Legal Advocacy & Family Social Services Inc.** Based in South Auckland, this organisation offers settlement and social services for immigrant families in Greater Auckland region. Casework and family support services include family violence awareness, prevention and intervention, child abuse prevention, couple counselling, family conferencing and comprehensive support for immigrant youth through a dedicated Youth Unit. The Centre also hosts a Legal Unit.

4. **Shakti Ethnic Women's Support Group (Central Region) Inc.** This organisation hosts a safe culturally appropriate refuge, provides domestic violence intervention support, crisis response, English language classes, road safety programmes and other life skills programmes for ethnic women and their children in Central North Island central. A drop-in service centre for women is also offered in Tauranga and Te Puke. Services cover Bay of Plenty, Rotorua and Waikato regions.
5. **Shakti Ethnic Women's Support Group Christchurch Inc.** Established to cover South Island, this organisation hosts a culturally appropriate refuge, provides domestic violence intervention support, crisis response, community-based support, English language classes, road safety programmes and other life skills programmes for ethnic women and their children in Christchurch and South Island. A drop-in service centre for women is also offered in Christchurch and Dunedin.
6. **Shakti Ethnic Women's Support Group Wellington Inc.** Initially set up as a policy and advocacy office, this centre, driven by demand, has diversified into providing home-based as well as emergency and casework related services to victims of violence in the region including a culturally appropriate refuge in the Hutt region.
7. **Shakti Education Training & Advisory Company (SETAC) Ltd.** An NZQA-approved training and educational arm of Shakti, this entity operates on a recyclable profit model wherein profits, if any, will be recycled back into non-profit activities that will result in wider benefits for our client groups. The main purpose is to develop and deliver sustainable programmes including educational and training programmes for the migrant and refugee communities with the aim of enabling wider integration and self-reliance. In 2018 Setac opened its first Op Shop under the brand name of Sustinnoworx! followed by a second shop in August 2019 at Ranui. The aim of these initiatives is to reduce land fill by upcycling clothes and other household goods while enabling survivors to develop income-generation projects for themselves.

Besides these services Shakti also has a Counselling Service in Auckland, Christchurch and Tauranga. Shakti is also contacted by the ministry of Justice nationally, to provide Protected Persons' Safety Programme for women victims and their children.

Outside of New Zealand, Shakti delivers services in Australia through Shakti Australia Ltd which has branches in Melbourne and Sydney. Internationally, we have Project Women Against Violence.



*Justice Minister Andrew Little inaugurating our Sustinnoworx! shop in Ranui (located on Earthsong premises), Auckland. The Department of Corrections were involved in converting two shipping containers into a shop by the men at Paremoro prison*

# OUR NATIONAL REPORT

As we commemorate 25 years of Shakti in service of New Zealand communities, we have become more than aware that this milestone is but part of journey of supporting women and children survivors of domestic violence as they walk the path of freedom towards a life of empowerment and self-reliance. The year, however, brought with it a number of challenges, some of which were unprecedented, due to the global COVID-19 pandemic.

Team efforts across our member organisations has ensured that service delivery to our clients has continued uninterrupted as much as possible throughout this period. We would also like to take this opportunity to acknowledge the support and generosity of our funders and well-wishers that enable our services to reach those who most need them, not only during the COVID-19 pandemic but over the last 25 years – your support has been critical in ensuring that we are able to do the work that we do.

End 2019 and early 2020 was a period of mourning for us as we tried to come to terms with the senseless murders of two of our ex-clients, Jennifer who was stabbed to death by her perpetrator and Sherine Nath, who lost her life at the hands of her husband following their reconciliation. It is reported that he took his own life after killing her and left behind a four-year old son whom he allegedly critically injured, but survived.

Following this incident, we felt the need to further strengthen our services and increase the safety of our clients in the community, something we have little control over when they move out of our safehouses. Shakti's Service Delivery team and the organization therefore went into an extensive review to closely look into areas for improvement and adopting different approaches.

One of the resulting outcomes was the introduction of our consolidated Home Safety Programme for safety of clients in the community. We also introduced the national position of the Community Risk Management Coordinator (CRM) whose primary role is to manage the risk of women and children clients based in the community. The Community Risk Management Coordinator will also develop partnerships with universities for student placements to support these services.

This incident also highlighted the importance of considering all of our clients as 'at-risk' and close monitoring of all our clients, instead of periodic monitoring of clients who were deemed to be at low-risk. Therefore, the low, medium and high-risk categories which previously existed for clients were merged into a single 'at-risk' category. In order to allow for close and continuous monitoring of all clients, local administrative coordinator positions were introduced across member organisations nationwide to take on most of the administrative tasks, enabling the service delivery team to focus on monitoring and servicing clients. As part of the extensive review and restructuring of the organization, we opened an office in Hamilton where our Human Resources department and National Service Delivery Manager are now based.

The COVID-19 pandemic posed its own challenges for the organization and service delivery. In supporting our member organisations across the country, our Senior Advisor & Guardian Member developed and distributed a COVID-19 policy manual, client safety measures, and risk assessment forms for staff and in line with the government's alert level restrictions. In order to review, manage and respond to COVID-19 related issues and challenges, regular internal meetings were held – this includes weekly Council (Governance) meetings during the lockdowns, and guardian meetings with the member organisations as well as service delivery team meetings. The position of our Service Delivery Manager introduced last year has been essential in leading service delivery during this period.

In spite of the challenges faced this year, member organisations adapted methods and strategies to work through these challenges through team support as well as shared learning. We would like to take this opportunity to acknowledge the dedication and hard work of all our staff and volunteers across our member organisations.

***Our experience is valid.  
We matter.***



**SHAKTI**

## National Service Delivery

Shakti has extensive experience of working with victims of domestic violence. The service delivery teams across New Zealand continue to commit and work towards ensuring safety, security, health and wellbeing of ethnic migrant women and children. Unfortunately, this year we've seen separate incidents where two ethnic women lost their lives and a child was left with serious injuries. These incidents reflect the significant risks that women face from their current or previous partners even when legal and social safety nets are in place. The reality that ethnic women faces in terms of risks and safety concerns continue to follow them after the crisis period. There's a lot more work that is needed to be done especially at the community level and in consideration of the wider physical and social network of ethnic women victims once they resettle back to the community. To address this issue, a service delivery review was conducted which resulted in an organisational restructuring, expanding service delivery areas, updating service guidelines, and looking at internal and external working relationships and partnership opportunities. Rolling out these changes have started and will continue through the coming months.

Saying that we are living in extraordinary and strange times is not an understatement. Shakti has been dealing with the after-effects of the shootings in Christchurch when the pandemic broke across the world. It is without saying that Shakti's service delivery teams across the country have been inundated with referrals for domestic violence services and other forms of engagements in the wider community such as dialogues, discussions, workshops and consultations. Across the country, all centres have seen significant increase in referrals and client numbers during lockdown and the following months as compared to the same period as last year.

## Shakti Asian Women's Centre Inc.

This year, Shakti Auckland is piloting the implementation of the Community Risk Management Program developed to address continuing challenges and safety risks faced by clients when they move out of Safehouse and resettle back to the community. Risk management involves using a planned approach to identify and mitigate risk factors to ensure victim's safety. It involves knowing when and how to support clients. Communication, coordination and collaboration are all fundamental to the planning process which will be facilitated and managed by the Community Risk Management Coordinator. The CRM Coordinator will not only maintain internal working relationships with case managers but also develop and sustain partnerships with external organisations and agencies. An essential aspect of this program is the ongoing development of an app that women can access from the website or through an app. The user would be required to answer questions and based on her responses, the tool will assess her risks and then provide safety measures that she can take to protect herself. Since the risk levels are not static and changes happen all the time, the tool can be used again and again in different circumstances to assess safety levels of the user. One significant development in Auckland is the consolidation of all administrative concerns through the hiring of a Regional Coordinator. This helped in streamlining communications, processes and systems amongst 5 centres especially around accountability reporting, quality assurance measures and monitoring, and managing human resources concerns and staff support.

## Shakti Asian Women's Safehouse Inc.

The two safe houses in Auckland have been running at full capacity almost all through the year. The increase in numbers is not the only challenging part but also complicating issues that come with domestic abuse experiences like mental health, legal and immigration problems as well as general health and medical concerns. Needless to say, Shakti's partnerships with other service providers and agencies make it possible to fully address clients' issues and concerns while in the safe houses. The service delivery team in Auckland especially Safehouse staff acknowledge Blockhouse Bay Medical Centre and New Lynn Medical Centre for the basic GP check-ups for women and children

especially those with no eligibility to access subsidised support. Without partnerships like these, the difficulties double for both staff and clients.

The opening of the second Sustinnoworx Shop in September 2019 has made a huge difference in the emotional wellbeing of the women staying in the safe houses. Many of them excitedly decided to take part in the up-cycling project of pre-loved or unused goods and using it as a platform to explore their creativity and artistic potentials. They also enjoyed attending the trainings being provided through the shop projects. It's great to see that many of the clients since leaving the Safehouse have found paid jobs in the community. Some are working in retail like a jewellery shop, in the food industry, in the caregiving and cleaning industry while others were able to go back as professional practitioners.

Art work done by clients and children at the safehouse



## HER STORY

*Shakti's Crisisline received a self-referral from Sana, a 39 years old woman with two young children. Sana and her husband migrated from Iraq to New Zealand in 2003. For many years she experienced physical, emotional and financial abuse; her abuser was her husband who was also her first cousin. Sana's marriage was arranged to her husband soon after she finished university in Iraq. For many years Sana endured abuse from her husband and her children also witnessed the abuse and suffered psychologically from it.*

*One night Sana's husband attempted to strangle her. She managed to call our 0800 SHAKTI Crisisline and crisis pick up was arranged. Sana was supported with a safe accommodation at the Shakti Safehouse; she was referred to legal, counselling and MOJ services by the social worker. Sana secured a protection order, parenting order and furniture order.*

*Our Auckland Women's Advocate supported Sana to find a safe accommodation and helped set up a home safety alarm. Our counselling services supported Sana with counselling and MOJ safety programme for he and her children. Her journey to live life free from violence and fear has begun.*

## Shakti Ethnic Women's Support Group, Christchurch Inc.

Shakti Christchurch has seen significant increase in referrals for domestic violence services in the city and neighbouring areas. Important factors to consider in this trend are the shooting incident in Christchurch in March 2019 and the Covid 19 pandemic this year. An increase in awareness of Shakti's services was an unintended result of Shakti providing essential support to the victim-families affected by the Christchurch shootings while the Covid 19 pandemic has resulted in further isolation of domestic violence victims as well as anxiety and other mental health concerns.

Months after the shootings in Christchurch, Shakti continues to provide services 24/7 to victim-families who suffered from isolation and ongoing medical and health related effects of the incident. Majority of the victims-families have significant language and cultural barriers while going through issues related to finances and immigration. These issues are long-term and take considerable time and effort to manage. Shakti staff and the counsellor are continuing to provide wellbeing support, practical help, information and guidance all the way through the sentencing trial period. Because of Shakti's work with the victims and their families, a slow trend has seen this year of ethnic women coming from specific communities seeking support and information from Shakti.

During the 4-week lockdown, the levels of intensity and severity of cases were significantly higher than previous periods. Despite this challenging times, Shakti has established community partnerships and networking platforms used to ensure clients are supported and their immediate needs addressed. Within internal quality standards and framework, a dedicated staff member is working closely with Integrated Safety Response (ISR) – an intervention platform involving multiple agencies working towards the immediate safety of victims and children as well as with perpetrators to prevent further family harm. This collective approach facilitates wrap-around services to all family members and smoother inter-agency case management process. Working with increasing number of clients and collaborating with ISR ensured timely support and clients being able to access services in the community.

*Our Christchurch Team observing our 25<sup>th</sup> year*



## **HER STORY:**

*Kate was a 45-year old client referred to Shakti Christchurch. She had been married to a Pakeha man for 20 years and had a 10- year old son. For many years her relationship with the perpetrator was problematic.*

*Kate's visa had expired. She disclosed that her husband had physically assaulted her which resulted in bruises on her arms and legs. Her son was also a witness to the violence and would copy the behaviour of his father.*

*Kate had indicated she wanted support through counselling services, however her husband did not want her to go. He continued to psychologically, verbally and mentally abuse her by shouting, calling her crazy, disgusting and embarrassing. Due to the treatment from her husband, Kate started to see darker days and contemplated suicide with attempts being made. Her husband then kicked her out of her family home. She became homeless, with no access to her personal bank account, no identification, unable to drive, no IRD number nor any work experience in New Zealand. Unsure of what to do, Kate called the police.*

*Shakti Christchurch engaged with Kate, and supported her through engaging with lawyers, Mediation Referral to get child contact arranged formally, Work and Income for her finance assistance, renewal of visa, Housing New Zealand for safe accommodation, opening a new bank account, Inland Revenue, Counselling & Ministry of Justice Safety Programme and Parenting Programme.*

*With support from Shakti, Kate now leads an independent life. She is providing positive parenting to her son and has indicated that her relationship with her son has improved.*

## **Shakti Ethnic Women's Support Group-Central Region Inc.**

Aside from continuing provision of domestic violence intervention services, this year Shakti Tauranga has taken on projects that provided opportunities for ethnic migrant women who have experienced domestic violence to connect and develop social networks. Ethnic women who share similar experiences of leaving abusive relationships are usually isolated so platforms for storytelling and sharing are essential in confidence building and affirming self-worth. One such event was a drama musical inspired title "Unbroken Spirit" – a creative platform for raising awareness, sharing, and making connections amongst ethnic women. Farida Sultana sent a message which was read as part of the event's opening. Part of it reads:

*"If you don't find yourself, you don't have an identity; you don't belong to yourself. The social structure and patriarchy gives ownership of the girl child and woman to the male members of the family. If you don't have an identity of your own, how can you have the self-confidence, strength, courage and leadership?"*

*Identity is the backbone of everything that a woman needs to be equal to men. If women do not get that equality, violence and discrimination against women will not stop."*

Other events organised in Tauranga within the same vein of intention and purpose were an art exhibit and art workshop. It is very important that Shakti continues to explore creative expressions and break through barriers not only of language but also of mind sets that are a result of cultural conditioning, gender sensitivity, and discrimination. Through community-based initiatives and partnerships, we facilitate long term sustainable intergenerational change and safe local connections.

On a more sobering note, a fire incident at Shakti Tauranga's Safehouse in April this year presented challenges in relation to providing safe and emergency accommodation to ethnic women requiring this service. The local team continue to work hard to approach this situation in a way that still ensures that safe accommodation continues to be

accessible to domestic violence victims. This incident and the increased number of clients around the time of Covid 19 lockdown and afterwards put significant pressure on local staff. The good thing is that there was an additional funding that made it possible for safe accommodation to be provided given the circumstances and challenges.



Art  
Exhibition  
& Artwork

Shakti  
Tauranga  
Team



SHAKTI  
WOMEN'S  
REFUGE

## Shakti Ethnic Women's Support Group Dunedin

This year like always Shakti Dunedin marked its presence within the community by receiving Zonta Club Community Award as local staff continue to support women and children from different walks of life. The increasing diversity in Dunedin's population stresses on the significance of Shakti's services not only in Dunedin but also in the wider Otago Region and down South. Shakti is witnessing an increasing demand for services in the region and referrals coming mainly from police and other community groups. In order to sustain these gains, staff went to Otago University and Polytechnic as part of their awareness raising campaign on domestic violence and ethnic youth issues experienced within private and public sphere. There is a need to continue developing partnerships and raising awareness about domestic violence as well as about Shakti's services.

The Covid 19 pandemic has unfortunately affected Shakti's community based initiatives. Staff had to cancel local events and the Let's Deal With It campaign launch this year. However, staff continue providing support to clients remotely and to continue with networking efforts using digital technology.

This year Shakti welcomed their very first Youth Advocate for Dunedin. She has started looking at opportunities and resources within the youth sector and has started to explore youth needs and concerns in the wider community.

Shakti Dunedin Management Committee Member with Zonta Club Member



Shakti Dunedin Team at 25<sup>th</sup> Anniversary



## **HER STORY:**

Noor, who is from the Middle East, has a very positive and motivating success story. After getting New Zealand Permanent Residency, her husband took her back. While they lived there he continued to be very abusive – he had been from the very first day of their marriage; he was controlling and kept her in isolation. She would cry pretty much every day and would want to get out of that relationship.

When they returned to NZ, one day after she felt very unsafe she bravely made a self-referral to Shakti. When she came to Shakti Dunedin, with her two young sons, she was quite scared that her husband would find out about her plans to leave him; and he would then take the kids away from her. The root of her fear was disapproval of her parents for leaving her husband which left her with no support at all.

Noor was extremely scared, and at the same time also determined to leave her husband. This was a very positive indication of her trying to break the vicious cycle of abuse. Therefore, it became vital for Shakti to build rapport with her so she could build trust in us, and get out of this abusive relationship. Dunedin Women's Advocate explained to her that all our services are non-judgemental, confidential and we understand her situation and plight; and we will do our best to support her. Continuous assurance provided confidence to Noor and she decided to move ahead. The Dunedin Women's Advocate, assisted her in opening a bank account, applying for an IRD number, WINZ support, and legal support to obtain a protection and parenting order etc.

For the first time ever, she said she received support from someone. Shakti's support gave her rays of hope and boosted her confidence. She then decided to fight bravely for her children's custody, and moved out of her parents' house. Noor then went back to the University to study so she could gain financial independence and bring up her kids. Now, she is working and financially independent.

Initially, her own parents' socially boycotted her. During her journey, she did receive threats from her husband and his family, but Shakti provided her legal and police support. Shakti's support aided her empowerment process. She is back in the community and has left her abusive husband for good.

Noor has come a long way. She is an independent woman now and living a violence-free life with her sons. She is an inspiration for other women in her community who still hesitate to come out of the abusive relationship because of cultural barriers.

## **Shakti Ethnic Women's Support Group Wellington Inc.**

One networking opportunity that Shakti focused on this year is partnership building in the Hutt Valley area. Staff are now regularly attending the weekly meetings with the Lower Hutt Police. This means staff provide direct updates and case referrals to the Police and other agencies. Information sharing in a safe and confidential environment facilitates smoother inter-agency casework process. The networking has also helped establish new and refresh existing connections with agencies and organisations that are happy to work alongside Shakti staff and clients, and who have an understanding of the unique approach Shakti takes in terms of working with clients. Shakti Wellington has also presented to the Zonta Club of Wellington and Wellington City Police to re-introduce our services to their new team members and continue our collaboration with them. Shakti Wellington and Shakti Youth was also invited to speak at the Japanese Embassy of NZ as part of their discussions on shared childcare between nationals of both countries as signatories of the Hague Convention.

Shakti Wellington has started hosting monthly morning sessions at the drop-in centre in Newtown. At each session, a guest speaker is invited based on an identified topic, followed by a discussion and ending with kai and refreshments. Aside from learning and sharing, staff takes this opportunity to talk about Shakti's work and services. The sessions are approximately an hour and attended by around 10 individuals each time. Unfortunately, due to the Covid 19 lockdown and ensuing lockdown levels, these sessions are currently suspended and will not be re-convened until health protocols around physical distancing drops.



Shakti Wellington Team at a stall



## HER STORY:

Shakti Wellington received a referral from the Lower Hutt Community Immigration Lawyer, of an Indian client Rupa and her 6 year-old daughter who was on a partnership visa. Rupa had experienced physical, emotional, sexual and financial abuse along with many threats of death from her husband. Rupa's daughter also witnessed the severe domestic abuse.

When Rupa and her daughter were referred to Shakti Wellington, she was provided with safe accommodation at the safe house, she was able to get a protection order and received full custody of her daughter. The Wellington Women's Advocated supported Rupa to get full custody of her daughter and she conducted the MOJ safety programme work and finally secured a Domestic Violence Work Visa.

Rupa and her daughter are now living an independent life, free from fear and violence. She has also started volunteering and continues to stay in touch with the Shakti Wellington Team

# THIS, TOO, WILL PASS

Shakti Ethnic Women's Support Group Painting exhibition

16 Mar - 28 Mar



The People's Gallery - Toi ka rere  
Historic Village  
17th Ave, Tauranga

[www.theIncubator.co.nz](http://www.theIncubator.co.nz)

PEOPLE'S  
GALLERY



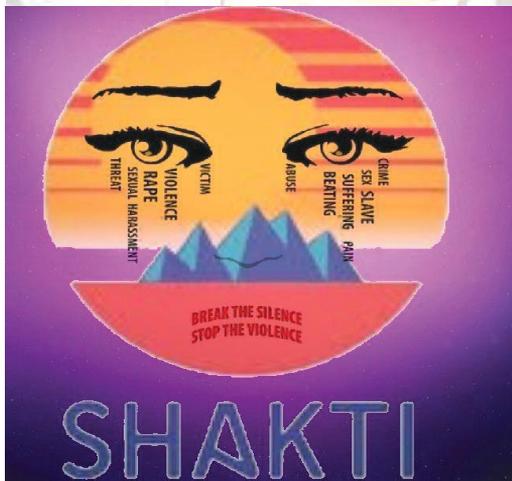
THE  
INCUBATOR



# Shakti Youth Unit

Shakti Youth Unit continues to work with young people from migrant and refugee communities with the vision of building a future without violence and discrimination. Last year we said goodbye to Mengzhu Fu, the National Youth Coordinator and a prominent leader of the youth unit as they embarked on their new journey to Canada to do their PhD. We now have a new team of energetic and passionate young people ready for the next chapter of the youth unit. The Youth Unit now consist of a National Youth Coordinator, Auckland Caseworker/ Youth Advocate, Wellington Youth Coordinator, Christchurch Youth Coordinator/ Youth Caseworker and Dunedin Youth Advocate. While our youth team is growing we would not be able to achieve the work we have done over the last year without the support of our interns, student placements and volunteers.

The Youth Unit organises events, carries out advocacy and prevention and intervention work to create awareness about domestic and family violence and culturally abusive practices within schools and communities. In 2019 – 2020, Shakti Youth unit reached out to more schools across New Zealand where we continue to carry out prevention work with our student led Shakti groups.



## Shakti Network for Change

We are continuing with our Shakti Network for Change (SYNC) programmes in high schools nationally. This is a long-term programme aimed at empowering youth of migrant and refugee backgrounds to be leaders in social change. It has been successful in sustaining engagement with high school students, supporting youth in their schools with student-led projects.

*Artwork done by SYNC student Laila*

## Students on Placement

During the COVID-19 levels 1-4, Youth Unit assisted student placements from University of Canterbury, Victoria University and Auckland University of Technology with creating new resources for SYNC programmes and wider community awareness. The students on placement attended training with the Coordinator in the code of ethics for working with young people, managing the administrative tasks of the unit, the history and past advocacy of the national unit, the existing networks of Shakti Wellington, the upcoming projects to help us grow, and sourcing new means of extending the awareness and networking potential of the youth unit.

## Black Lives Matter

In the midst of a global pandemic and a global revolution, discussions with young people started to shift. Our SYNC workshops in schools began to have more in-depth discussions on the history of slavery, white privilege, institutionalised racism and our world views. Young people are intrigued to learn more about the histories of the world and New Zealand and have been inspired by the Black Lives Matter movement and the eagerness to take action and create change. Shakti Youth Ambassadors organised school fundraisers for Black Lives Matter organisations, wrote speeches and poems, volunteered and organised marches and sign making sessions. In Wellington, the Shakti Youth team volunteered with the Mental Health Space and in Christchurch the Shakti Youth Team organised sign making sessions and helped organised the March. It was remarkable to witness young people take the lead in organising the movement in Aotearoa/New Zealand and the Shakti Youth community was standing with them. During our Let's Chat

event in Christchurch, a common issue brought up by young people was about learning to live through injustice and inequality because their voices were never being heard and racism became a systematic pattern of their daily lives.

**BLACK LIVES MATTER  
BANNER MAKING WORKSHOP  
FRIDAY 12 JUNE, 4-5:30PM  
3 CARDWELL ST, ONEHUNGA**



#BLACKLIVESMATTER



**BAKE  
SALE**

**FUNDS GO TO:**  
EMERGENCY  
RAPID RESPONSE,  
THERAPY FUND  
FOR BLACK  
WOMEN, &  
HOMELESS  
BLACK TRANS  
WOMEN FUND



LUNCHTIME TUES 9TH JUNE  
OUTSIDE COMMON ROOM

**PLEASE COME AND SUPPORT THE  
BLACK LIVES MATTER MOVEMENT.**

*Auckland Shakti Youth at BLM March*

**SHAKTI  
YOUTH:  
let's chat!**

If we don't make a change, who will?

Shakti Youth invites you to join in conversations about race and racism in Aotearoa.

Saturday 27th June  
1:30PM - 2:30PM  
Christchurch Community House 301 Tuam St

\* Featuring a guest speaker & documentary screening!

For ages 14-25.  
Food and beverages provided!



*Christchurch Coordinator speaking at Christchurch BLM March*



# ***Bridge the gap - the way forward is empathy***

*Learn to understand others, and help them to understand you.*



**SHAKTI**



## Fundraising

Shakti Youth in Wellington hosted a movie fundraiser night with all proceeds from ticket and raffle sales going to raise funds for Refuge Appeal Month. The NZ movie "Shopping" (2013) was screened at Newtown Community Centre. Guests were appreciative of the hard-hitting topics covered in the movie and the need to have these difficult conversations in the community to tackle the injustices for youth in Aotearoa.



**SHAKTI**  
COMMUNITY COUNCIL INC.

**FILM SCREENING & DISCUSSION**

WEDNESDAY, 29 JULY | 6.30-9.30 PM  
NEWTOWN COMMUNITY CENTRE (THEATRE)

**\$15 (UNWAGED) | \$20 (WAGED)**

ALL PROCEEDS TO SHAKTI WELLINGTON  
REFUGE FOR WOMEN AND CHILDREN

"In a small town in New Zealand, brothers Willie and Solomon deal with the ordinary desires of youth, a volatile father, and racial tensions before one, as a means of escape, is seduced to the criminal world by an engaging thief."

July is Shakti's Refuge Appeal month. Join our fundraiser event: a film screening of Shopping (2013) followed by an open discussion on cultural identities, violence and class, and how we can encourage transformative change within our own communities.

Rating: R16  
Content warning:  
Racism, domestic abuse, self-harm

## COVID 19 Challenges

The rise of the global pandemic, definitely brought some challenges to Shakti Youth Unit. The March – April 2020 lockdown and later saw a complete halt of school workshops. Community workshops have had to be postponed until zero community transmission.

We did approach school guidance counsellors and principals, via emails and Zoom meetings, to continue introducing our unit and work and setting up workshops and groups for the coming weeks. We also introduced our social media pages and the online SYNC group; we set up for students to connect with others around the country. The schools themselves were struggling to set up new work procedures and online engagement with their student body and were unsure of how and when to accommodate us into their schedules. As a national unit, we also had to creatively engage the students via our social media. We did hear feedback from students who said it was hard for them to navigate e-learning and manage the strain of being in closed-in, tense homes and family dynamics. For our Youth Caseworkers the lockdown challenge was not being able to do face to face meeting with youth clients. However client assessments were done via phone and Zoom.

During the first Lockdown, Youth Law ran a project 'Young and in Lockdown' funded by Ara Taiohi, amplifying the voices of young people during the lockdown period and creating an opportunity for young people to share their raw experience of COVID-19 and lockdown in a safe space. Shakti Youth collaborated in this project alongside Yes, Voyce, and Rainbow youth. The illustrations were done by Dom Ambros and Casper Gordon.

Lockdown started off well, I started eating well again and focusing on my health. This changed by day 3. I was washed over with so many emotions dealing with my family struggling with addiction, silent anger, violent behaviour and so much pain. I had to be there for my family, as well as my friends who were struggling during lockdown and I found that instead of looking out for myself I was constantly worrying about everyone else. Just like that I'd stopped eating again, neglecting my emotions and now I'm stuck in this whirlwind of everything I pushed away and I can't fathom the extremity of everything that's happened or try to get better again.

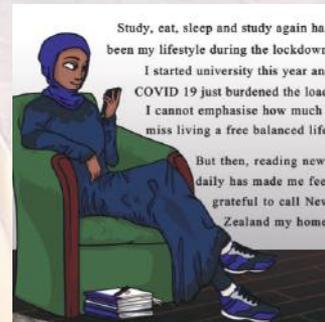


Lockdown was a scary thought for me, being stuck with the people who generally make me feel suffocated for an indefinite amount of time, on the other hand I was getting the time I needed to stop and focus on myself, two weeks in I found myself adapting to the energy I was surrounded by, constantly trying to keep my family happy, make sure their needs and expectations were met, most of all that my actions or presence didn't set them off. I kept giving excuses for their daily anger, abuse and condescending remarks. Slowly everything I had fought so hard to get past from was running back, always anxious trying to anticipate others mood and actions, dreading what they were going to think or say about me if I took a step outside of what they allow me to do. I fought so hard with myself but I started to believe what they said about me, mind filled with cruel and persistent voices that are echoes of trauma, from the times people treated me like I am now treating myself.



Study, eat, sleep and study again has been my lifestyle during the lockdown. I started university this year and COVID 19 just burdened the load. I cannot emphasise how much I miss living a free balanced life.

But then, reading news daily has made me feel grateful to call New Zealand my home.



## Shakti Youth Ambassador Ranisha Chand

Ranisha experienced bullying and racism during her early years of high school life. She found comfort by joining her school Shakti Youth group and started to gain confidence to speak out and advocate on issues such as discrimination, rape culture and forced marriage among migrant communities. Ranisha was a high school ambassador for Shakti at Papatoetoe High School for the last five years, mobilizing her peers through running workshops, organising marches, moderating youth panels and leading school groups. Ranisha also featured on the 18x18 exhibition hosted by YWCA. This exhibition showcased what it is like to be an 18-year-old and for them to tell their stories as an 18-year-old and the challenges they encounter.



Wellington Youth Coordinator Tanya and National Youth Coordinator Arisha presenting at Zonta Club for Auckland East



Shakti  
"Our



Team at March Auckland  
"Bodies Our Choice"

Consent is the **presence** of a **yes**,  
not an **absence** of a **no**.

Consent **is** - essential,  
freely given, comfortable,  
retractable, active

Consent **is not** – assumed,  
presumed, silent, reluctant,  
unconscious



SHAKTI

Shakti Management Committee Member Dr Anna Ponnampalam speaking at "Our Bodies Our Choice" March Auckland



## I will not forget – Layba

*My eyes are pierced shut, as I choose to push away the horrific news,*

*But, I am privileged enough to even be able to, ignore the deaths of those which include, Breonna Taylor, A woman full of life and valour, shot eight times dead, but is that no matter?*

*Her mother told that her daughter was in a hospital room, when she was actually lying dead in her bedroom.*

*I am privileged enough to be able to ignore, the deaths of, Tony McDade, the deaths of, Dominique Fells, the deaths of, so many more, the unnamed.*

*I am privileged enough to say, that when I walk out the door, I won't be stopped when the police mistakes my phone for a weapon. I am privileged enough to forget. But I refuse to. The deaths in Yemen, The Muslims of China suffering every day,*

*We choose to forget, day after day.*

*This world we live in, is so full of injustice, Child marriages, world poverty, you get the gist.*

*But every single one of us has the ability to, help make a change, and pursue, a path to help secure justice.*

*Speak up for those, who cannot.*

*Stand up for those, who cannot.*

*For, the unnamed. Sign petitions, and even though it may seem like repetition, stand up and speak out, for those who have been pushed down, by society, forced down, beaten to death due to police brutality.*

*Because we are privileged enough to forget.*

*But we cannot. For we can forget, but we will not.*

*We will not forget, As we will ensure that the lives that have been lost, Will not be lost in vain, because we will fight for a future, a future of equality, eradicated of police brutality, for a future like that isn't so farfetched, it may seem like a dream but I believe, that one day we shall breathe, and we will see, a future of stability.*

*For we know the reason why, George Floyd couldn't breathe, for we know the reason why, our daughter's heads are forced down, tape on our rape survivors mouths, for we know the reason why, it is inequality. It is police brutality.*

*It is the toxic masculinity, it is the very ideology that many possess.*

*How dare we breathe on the land, upon which our Maori brother and sister's blood has been shed, how dare we breathe on the land, where injustice had become a common trend.*

*How dare we breathe on the land, where it took a hashtag, for us to wake up? It took a hashtag for the conversation to start, but now that they've started, we cannot let them fade away, for the blood that flows through my body, is fuelled by the fire that drives me, for we will fight against the injustice, and we will honour our brothers and sisters, I am privileged, For they are unnamed, But I refuse to let their deaths be in vain.*

## Racism – Teesha and Ananya

*We breathe but, they gasp for air, each one of us, a unique colour but, this world is unfair we protest on the streets, speaking for those who, don't have a voice, or will never get the chance to.*

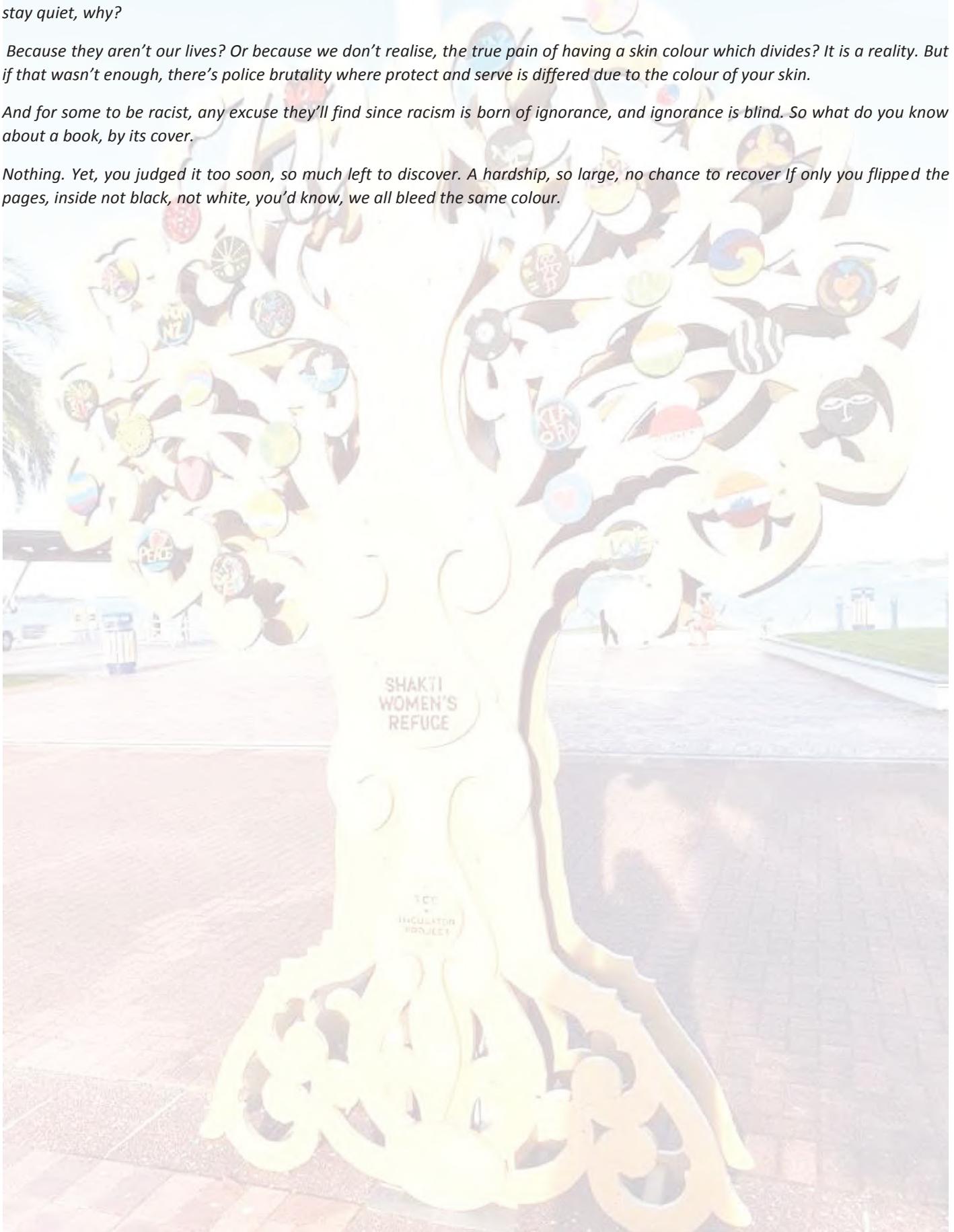
*All lives can't matter, until their lives matter too we protest, with all the soul we contain, Voicing for those facing unrest. After all, we are one, Homo sapiens alike, but in a world filled with malice, we recoil, as meek as a feather.*

*Look at what we're back to the same segregated loop, one we thought we got out of but, here's the truth: Racism, it exists, in every corner, of every street and staying silent is the equivalent to the turn of a cheek Racism, we see it, in front our eyes, but we stay quiet, why?*

*Because they aren't our lives? Or because we don't realise, the true pain of having a skin colour which divides? It is a reality. But if that wasn't enough, there's police brutality where protect and serve is differd due to the colour of your skin.*

*And for some to be racist, any excuse they'll find since racism is born of ignorance, and ignorance is blind. So what do you know about a book, by its cover.*

*Nothing. Yet, you judged it too soon, so much left to discover. A hardship, so large, no chance to recover If only you flipped the pages, inside not black, not white, you'd know, we all bleed the same colour.*



# Shakti Counselling Services

## Overview

This has been an exceptional year for Shakti's Counselling Services, especially in the initial months of 2020 when COVID-19 broke out and became a pandemic. Our growth progressed to yet another curve with the service adopting ways of delivering programmes and therapy for our vulnerable women and families, using online options, as face-to-face underwent restrictions.

Our team also expanded to take on a provisionally registered Counsellor in Tauranga. Both her and a few new MOJ Programme Facilitators underwent in-house training to deliver the safety programmes that Shakti is contracted for. During the period we also accepted 3 student counsellors into placement as well as one Counselling-Psychologist. They are in Auckland and Christchurch. The students are from University of Auckland, Auckland University of Technology, MIT and Canterbury University.

This expansion reflects the growing need for our services within our communities. We are facing a high demand for our services with referrals coming in for individual counselling as well as for Court-funded safety programmes. This situation also highlighted the severe paucity of funding within New Zealand's counselling sector which has impacted on consistent services to much needed communities, particularly within the family violence sector. Further, the visibility in recent times of the high rates of violation of Police Safety Order and Protection Orders as well as self-harm within communities is of great concern. Government funding for counselling is practically nil for agencies such as Shakti which does highly specialist work with migrant and refugee communities. Such communities face a great deal of vulnerability, especially among women, youth and children. We continue to advocate for government contracted funding for our counselling services.

Our Counselling Services National Coordinator, who is employed full-time oversees the services and coordinates actively with our Counsellors and MOJ Safety Programme Facilitators. She is recently being supported by the Counselling Services Administrator who joined as full-time staff after completing her 3 months' internship with the Unit.

## Our Response to the COVID-19 Pandemic

The last quarter of the reporting year had been an extraordinary one with concerns of Covid-19 dominating the period especially after the outbreak in China and the pandemic being declared subsequently worldwide and in New Zealand.

Since Shakti's clients are of Asian, African and Middle Eastern origins and have overseas travel and or interaction with those who have travelled, becoming part of their situational dynamic, the first action we had to take was to develop a Covid-19 Risk Assessment tool and action plan to keep safe, in tandem with New Zealand Health Ministry and WHO guidelines. This included isolation plans for our clients, and working on ensuring that their safety and other needs were met. Information and guidelines about maintaining safe hygiene practice, social distancing and keeping safe within respective bubbles were provided to all existing clients. The plans covered safety from domestic violence, risk review, safety plan review and ensuring that food, medical needs, accommodation and communication needs were attended to. This preparation greatly helped us to cater to Level 3 and eventually the Level 4 Lockdown which began on March 26. We also began the exercise of calling up our 2018-2019 clients to check how they were doing and addressing safety issues if any.

Shakti Counselling Services also developed a Survey Monkey and send it over 100 clients to ask their safety from domestic violence as well as safety from COVID, besides ascertaining their grocery and other needs that were fulfilled. Our Counsellors were on call at all times during the crisis.



*Counselling Services stall in*



*outreach event in Waitakere and Massey.*

## MOJ Protected Persons Safety Programme

In February 2020, we completed 5 years of successfully delivering this court-referred programme to women victims and children covered by Protection Orders.

Under the MOJ Safety Programme, Shakti is contracted for two types of services: Strengthening Safety Services which is for those victims who are awaiting their Protection Orders or those whose offenders have criminal charges laid against them; and Supporting Safety Sessions which 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 17 Facilitators to deliver this programme in the four regions of Auckland, Christchurch, Tauranga and Wellington. Supporting Safety Sessions were delivered by only those with counselling and psychology study background.

During the period 1<sup>st</sup> April, 2019 to 31<sup>st</sup> March, 2020, Shakti nationally provided services to 239 adult women and children affected by family violence. We serviced 196 clients under the Supporting Safety Programme and 43 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.

## 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 a total of 129 referrals.

Our team has been working on the vision of expanding the counselling services and developmental plans have been discussed. As part of executing the plan, we had 4 fully registered counsellors on board in Auckland during the reporting period and a provisionally registered Counsellor in Tauranga. We also had one student counsellor securing provisional registration and working for the organisation.

In addition, we have 3 new student counsellors and 1 counselling-psychologist in Auckland and Christchurch who are doing their placement at Shakti. Another student counsellor will be on board in February 2021.

We have started supporting clients to secure Sensitive Claims from ACC with the help of our senior counsellor who is registered with ACC for Sensitive Claims. We hope that in the coming year this will help us adding ACC funded sexual abuse counselling to our existing services.

## Training, Outreach and Networking Activities

On-going training and capacity building sessions for MOJ Facilitators continued during the period with monitoring, 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.

During the reporting period, 4 MOJ Safety Programme training – 3 in Auckland and 1 in Tauranga – was organized. In addition, a national capacity building training was arranged in December, 2020 with focus on growth and development.

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 continued 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 5 groups of women ranging from 8 to 15 trainees at a time.

During the reporting period, 2 batches of visiting students from Australia were trained by our two senior counsellors in managing a 24/7 crisis line. The 18 students of Chinese origin were a delightful bunch and both trainers and trainees enjoyed the training activities.

In addition, the Unit participated in a number of outreach events and network meetings.

## HER STORY:

*Sara (pseudonym) is a 36-year-old Indonesian woman married to Indonesian man. She was living with a history of verbal abuse, accusations of being unfaithful, sexual abuse and coercion within the marriage; lack of concern for her emotional and psychological wellbeing and needs. The most recent incident of an argument escalated to physical violence and resulted in her being thrown against the furniture and being hit by the respondent. In the past Sara had*

tried to address these issues with her in-laws but they didn't give them any weight or attention. It also angered the respondent when he accused her of sharing their private matters with his family.

When Sara called the Police after the physical incident, the respondent began apologising to pacify her and the situation before the officers arrived. However, the Police were able to pick up the inconsistencies in their stories and questioned the respondent's intentions and issued a PSO.

In our first assessments and session, Sara admitted to suppressing the emotions associated with her circumstances and that had taken a toll on her mental and emotional wellbeing. After the Police involvement, she courageously shared the details with her own family and her brother immediately flew to NZ to assist and support her.

While creating her Safety Plan, we highlighted that her new rental property was an unknown environment to her, and she had to review the risk and safety features of the home and how to protect herself in the new space. This was a very unfamiliar concept for Sara and she took that on very diligently by checking the locks on her windows and doors, including testing out if she was able to physically climb out of her window. In our session following this, she was very much empowered and self-admiring of her newly learnt skill and ability to keep herself safe so she could escape any situation of violence and danger.

Sara's parents struggled to accept the separation/divorce and initially did offer to mediate the conversation between herself and the respondent to work things out. Over the sessions, however, Sara became confident enough to calmly discuss this with her parents to explain she is happy and safe after her decision and that they should focus on that, rather than the social conflict that comes with going through a separation. When discussing the Power & Control Wheel, Sara was able to recognise the power imbalance between herself and the respondent. She also acknowledged the emotions and trauma being suppressed from constantly defending herself in the marriage and not having the freedom to express her experience. Whilst highlighting the socio-cultural factors that uniquely surround ethnic clients that are getting separated, we spoke about acknowledging that her parents are from a different generation. That generation is unfamiliar with the capacity to see divorce as being a socially acceptable life choice and they still live in a social environment (in Indonesia) that prioritises reconciliation. But despite all that, her parents have worked past their own personal internal conflict and prioritised her happiness and safety as they have seen the positive and healthy progress in her wellbeing. Sara recognised she should credit that support, which is often lacking for many other clients in similar situations.

These steps have also helped Sara to build her support network. This has involved sharing the details of her experience with her colleague who became a support person, her manager who accompanied her to court when recently attending the criminal case hearing for the respondent, and to find flatmates to live with that have created a safe space for her. Our last 2 sessions were held before and after the criminal court hearing respectively. Prior to that, Sara was extremely emotional and anxious about having to face the respondent and hear his statement. But prior to the hearing, she had two separate incidents where she saw him in public spaces. She recalled how her initial reaction was to move out of sight and run away. But she confidently kept sitting there so that he did not have control to make her walk away from a space she had every right to occupy. It was a very emotional turning point for her to feel so empowered, to stand up for herself, and even if done in complete silence and being alone. This helped her equally when she attended the hearing and had to listen to the respondent defend himself with blatant lies. It was a refreshing eye-opener for her to hear those statements, now that she was equipped with the knowledge she had picked up from the programme and the self-confidence and emotional stability she had gained over this time. Initially, Sara always spoke about gaining closure by looking for an apology or remorse from the respondent. But she has since learnt that closure can come from herself too – through gaining the skills to deal with painful experiences and the growth she has achieved. That has given her closure to understand that the chapter of abuse is over and she has come out of it to go forward positively.

# Look after yourself

Self-care **isn't** selfish, it's how we make sure we are the best version of ourselves. Take time to do the things you **love** and **don't** feel guilty about it!



“Self-care is how you take your **power** back.” – Lalah Delia



SHAKTI



# SETAC Ltd.

Setac Ltd had a very interesting and innovative year. Highlights follow:

## Student placement:

SETAC has been providing opportunities for students to get placed with the organisation and gain rich experience. It includes international placement such as from Australia. Students from Federation University and Monash University were placed with SETAC during the year. The students were provided with extensive training and hands on experience. Eleven students from Monash University and eight students from Federation University were placed in New Zealand from Australia. The students were provided with supervision and were provided with experience of the work environment that would build them up professionally and prepare them for the real world. International placement of the students was hindered due to Covid -19 and further batches of the students could not be placed in SETAC. The student handbook was also modified during this period that talks about the procedures involved, supervision and other relevant details to the placement. SETAC also developed professional self-policy for students taking placement in the organisation for the wellbeing of the students. The policy is in draft stage and is awaiting feedback from universities. The policy is being developed keeping in mind the wellbeing of the students who are placed in SETAC so that a conducive and encouraging environment is provided to the students. Over 34 students were placed in Melbourne and Sydney in this period.

## Student training:

The students were trained extensively for two weeks during their stay in NZ. They were exposed to work ready training program. Students from Australia were also trained online during lockdown period. They were provided with work ready training.



*Farida with Melbourne students in training*

## Capacity-Building Programme

SETAC was involved in organising training for its staff and students on placement. The trainings provide a platform for the staff and students to develop their professional skills and equip them for the work that they are doing. Needless to say training is an important part of staff development. SETAC organised various trainings such as work ready, advocacy training, national office training, administrators training, etc. Work ready training is an intensive two weeks training that sensitises the participants on gender issues and make them aware about domestic violence. It involves training on crisis management, case management, awareness on domestic violence, legal aspects and youth advocacy. Placement students and new recruits are trained for this and they are made aware of the organisation's philosophy. SETAC also organised training to train its administrators and make them job ready. It involved training on the Excess software, training for social workers, equipping social workers to have difficult conversations with clients. SETAC trained more than 200 participants through its trainings.

## NZQA audit

Shakti offers Certificate in Community Engagement and Employment Skills (CCEES), Level 1 program that aims to provide safe learning environment for women who have survived violence and helps them to integrate and reduce their dependence on social welfare. The program has 13 modules such as group therapy, family violence awareness, English, managing finances, road safety and licencing, etc. that equips the women with life skills and help them to adapt and overcome the challenges that are experienced by migrant women in the host country. NZQA monitored and assessed the program went through its audit during the year. NZQA was also provided with other information on how SETAC supports the migrant women.

## Website development:

SETAC is in process of developing its own website. The content for the website has been developed. The website will provide information about various training that are undertaken by SETAC.

## Challenges experienced due to Covid-19

SETAC like any other organisation was impacted by the effects of Covid-19 and endured level 3 and level 4 lockdowns. As gatherings were prohibited, the training could not be organised in person. Training that can be effectively delivered physically could not be organised. Despite the challenges, SETAC did manage to organise training online for staff and students for their skills and professional development.

The shops could not function as normal during Covid-19 and that impacted the income generation.

**Future plans:** SETAC plans to continue organising training for its staff and student placements. It will be working towards packaging the training material and make it accessible to interested participants. It also plans to organise its CCEES program for the survivors of violence. The trainings will be packaged for online delivery to the community and participants in Australia.

## Research

The Ethnic Framework Research project in addressing family violence received part-funding from MSD. This has given us a boost with recognition for the need for such a framework coming through. Since the funds are insufficient, the project will focus on developing best practice guidelines. Work will continue on this initiative and is expected to conclude in early 2021.

# Sustinnoworx!

## Opening of shop 2 at Ranui:

Shop 2 was opened at Ranui. It was inaugurated on 6<sup>th</sup> of September, 2019 by Hon Minister Andrew Little, Penny Hulse and environmentalist Te Radar who spoke at the event as well. The event was attended by approximately 100 members from local communities. The shop is developed from two containers refurbished by Paremoremo prison inmates in partnership between Shakti, Department of Correction, Department of Probation, Earth Song and local Ranui community members. We have been working for almost two years for it to happen. The shop provides with upcycled products and is based on the 4 R principles of Sustinnoworx, i.e. Recycle, Reinvent, Reduce and Reuse. The shop has been open for people to buy its products and it also has organic products. The shop has also been a place for running of the workshops. Volunteers from Earthsong had provided their time and efforts in running of the shop. The shop provides opportunity to ethnic women survivors of domestic violence and women to be financially independent through gaining work experience, upskilling by producing upcycled goods.

*Sustinnoworx Shop at Ranui, Earth Song*



*Environmentalist Te Rader with Farida at the shop opening*

## Moving shop 1

When Covid 19 lockdown happened our business was affected and we decided to close down shop at Railside Ave. Fortunately we found a more visible location at Central Park with more space for training and upcycling work and an office. We hope to make ends meet with the sales in our shop which also hosts eco-friendly products and masks.



Our shop at 7/104 Central Park Drive, Henderson, Auckland / Website: [www.sustinnoworx.co.nz](http://www.sustinnoworx.co.nz)



## Christchurch shop

Due to Covid 19, we had to close down Sustinnoworx shop in Christchurch. The Manager of the shop (a management committee member) in Christchurch was struggling with her physical health and it was very risky for her to keep the shop open. We felt we were unable to manage all the changes that came with the Covid-19. We also needed to focus on Auckland where we had invested a lot more.

We would like to take the opportunity on behalf of Sustinnoworx to thank all our supporters, individual donors, private trusts and everyone and would request them to continue supporting us during this very difficult time. We have been impacted adversely due to Covid-19 just like other businesses in NZ.

## Website development

Sustinnoworx also developed its website ([www.sustinnoworx.co.nz](http://www.sustinnoworx.co.nz)) with details about its goals and values. It also made possible for customers to shop online for the reusable masks. Please visit Sustinnoworx website ([www.sustinnoworx.co.nz](http://www.sustinnoworx.co.nz)) for online orders.



**Sustinnoworx! the social enterprise wing of Shakti through SETAC Ltd., is making cloth masks to keep communities safe. This is part of an income generation project for our Survivors who are creating these masks. Please purchase a mask to keep yourself and others safe, while supporting a violence free Aotearoa/ New Zealand  
To purchase a mask or gift masks go to  
<https://www.sustinnoworx.co.nz>**

## Let's Deal With It Campaign:

Following the horrific mosque shooting in Christchurch on 15<sup>th</sup> March 2019, Shakti Community Council decided that it was time to raise concerns around all forms of discrimination. In the immediate aftermath of the attacks, Shakti supported 13 affected families alongside other government and non-government departments. As an organisation that operates in Australia and New Zealand working with migrant and former refugee communities Shakti Community Council Inc. and all its member organisations understood the sense of urgency for safety and dialogue.

Shakti came up with #LetsDealWithIt as a way to help people in Aotearoa New Zealand and the world to put themselves in other people's shoes. Initially, we wanted individuals to share their stories as a way to acknowledge their experience, and work towards making our homes more safe, fair, and accepting. Shakti then went on to host its first Trans-Tasman Conference on Racial Equity on the 14<sup>th</sup> of June 2019, in Auckland which had over 400 people attend including Politicians, Activists, Community Workers from Australia and New Zealand.

One of the key recommendations from the conference was that we can no longer simply talk about the discrimination that exists, we must join hands to deal with it in all its forms. The campaign in its rebranded iteration invites Australians and New Zealanders to share the one issue of discrimination they are already working towards changing. It invites those who have already taken the brave steps to put themselves in someone else's shoes and are now dealing with it to make our society and the world a better place for all.

On the 13<sup>th</sup> of March 2020, Shakti was meant to officially launch the campaign across Auckland, Tauranga, Wellington (Parliament), Christchurch, Sydney and Melbourne. The purpose of this campaign is to raise public awareness of the varying forms of discrimination and bring light to our change makers already tackling their own niche area of discrimination (our Shakti women and young women). The aim of the launch was to host a table-talk event in civic spaces and invite people to converse on the issues of discrimination at their table. March 13 was chosen to ensure we captured International Women's Day and one year since the March 15 shooting as well nearing Race Relations Day. The launch event was to use the world café model to encourage public conversations in a safe space on discrimination. For the launch of our event we had partnered with Ara Taiohi which provided us with their resource 'Mosaic: Social Cohesion Cards' along with various local Rotary Clubs and our key supporting organisation Zonta International.

After much deliberation and consultation Shakti had to make a difficult decision to delay the launch of the Lets Deal With It Campaign, as COVID-19 started to unfold in March. We are keen to launch the campaign soon and will keep everyone posted.



*Pauline & Arisha from Lets Deal with It team with Meng Foon Race Relations Commissioner*



Let's Deal With it  
 photoshoot for the  
 campaign t-shirts



Let's Deal With It  
 former Campaign  
 Manager Tayyaba, with  
 Australian Senator  
 Mehreen Faruqi and  
 Greens MP Golriz  
 Ghahraman

***Your voice matters, your  
experience matters,***



*Find your voice.*



**SHAKTI**



## FROM THE FUNDING DESK

The most positive news for Shakti during the reporting period came with the visit of MSD General Manager Mark Henderson who delivered us the good news that Shakti Wellington Refuge would eventually get funded effective October 2020. Our several years of advocacy for a culturally specialist refuge and the pain and anguish of needing to run such critical services in the capital (and the surrounding regions) on the smell of an oily rag was devastating and demoralising. We would like to thank the current government and MSD for listening to our voices and finding rationale in doing what we were doing.



MSD General Manager Mark Henderson with some of Shakti members. Fourth from left is Amokura Panoho (Shakti's first Chairperson) and beside her is Farida Sultana

Since Mark Henderson and team's visit coincided with our Anniversary a cake was cut in his presence by Shakti's first Chairperson Amokura Panoho who gave us the moral support and lent her powerful voice to our campaign to fund Shakti Wellington refuge

The year also brought with it the tragedy of COVID-19. We would like to acknowledge the generosity and support of our funders not just during the COVID-19 pandemic period but throughout the last 25 years – your support has been critical in enabling us to do the work that we do, and in ensuring that our services continue to reach those who need them the most.

This year saw funders adapt funding requirements to meet needs of the community with many funders stepping up to include vulnerable members such as victim-survivors of violence in their list.

Shakti Youth Unit also received contracted funding from the Ministry of Youth Development for the first time last year. The Youth Unit was formed in 2010 when a group of young people and youth workers under 30 years old came together to volunteer for Shakti. This funding would be greatly beneficial in allowing the Youth Unit to address the unique challenges faced by ethnic youth in Aotearoa.

Support through government funding as well as private funders, trusts and philanthropic groups have been paramount in Shakti providing continued support for our clients. While government funding makes up around one third of our national operational costs across 5 refuges and 10 drop-in centres, our additional sources of funding from private

funders, trusts and philanthropic groups enable us to continue servicing our clients. For the first time, Shakti also received a bequest. Our heartfelt thanks goes out to the Taylor family.

We extend a great big THANK YOU to all our funders, well-wishers and donors who stood by us and supported the work we have been doing. Our funders for the period of 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020 include the Ministry of Social Development & Oranga Tamariki; Ministry of Business Innovation and Employment (Immigration); Ministry of Justice, Department of Internal Affairs; Work and Income New Zealand; COGS; Lottery Grants Board; The Todd Foundation; Foundation North, Bay Trust, TECT; Wellington Community Trust, The Lion Foundation; Auckland City Council; Zonta Club; Rata Foundation; The Trusts Community Foundation; Dunedin City Council; Otago Community Trust; Catholic Caring Foundation; United Way NZ; Housing New Zealand; Patricia France Charitable Trust; The Lou and Iris Fisher Charitable Trust; Ara Taiohi; the Taylor Family; The Gift Trust Foundation; The Acorn Foundation; Tauranga City Council; Embassy of the United Arab Emirates; and many more.



*Anniversary get-together with Staff & Volunteers*





