



Roopa aur aap
CHARITABLE TRUST
www.roopaauraap.org.nz

ANNUAL REPORT

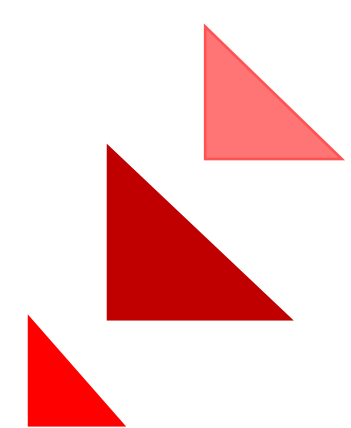
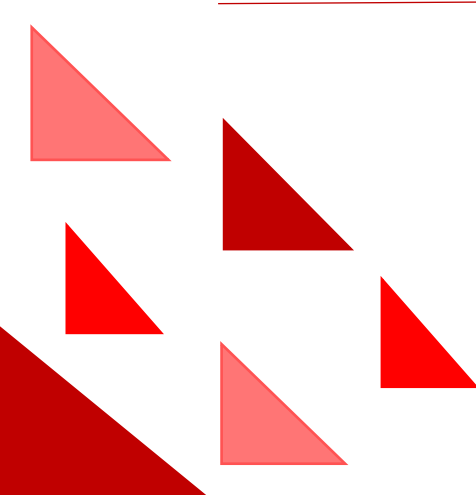
2019 - 2020

www.roopaauraap.org.nz



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Family Harm

Family Harm (also known as Domestic violence) is not physical violence alone. It is any behaviour where the purpose is to gain power and control over someone else, within the context of a former or current intimate partner. Domestic violence can involve physical, mental, emotional, financial, and/or sexual abuse

Domestic violence impacts people of all ages, races, sexual orientation, and socioeconomic status. Unfortunately, domestic violence is prevalent in all communities.

Domestic violence is, in many ways, a silent epidemic.

It affects both genders: men are victims of nearly 3 million domestic physical assaults in the U.S. and it strikes everywhere, regardless of race, ethnicity, sexual orientation, or income.

Yet, domestic violence remains one of the most chronically under-reported crimes. And, because most people are not trained to recognize the signs, domestic violence is very often under-identified.

At **Roopa Aur Aap Charitable Trust**, we **aim** to provide essential, practical, and culturally appropriate services to the victims of domestic abuse so that they can rebuild their future.

Over the last 2 decades, Roopa Aur Aap Charitable Trust has been working with an aim to provide culturally appropriate services to the victims of family violence so that they can recover and rebuild their lives and secured future. We support the unfortunate victims through the crisis. We also engage the victims in empowering them by conducting workshops to help them to rebuild their lives.

Message from Chairperson & Trustee



On behalf of Roopa aur Aap, it is my great pleasure to welcome you all to the Annual General Meeting 2020.

Firstly, I would like to thank my fellow trustees, Mr Ami Chand, Mr. Gulshan Rai Suchdev for their ongoing support and commitment to RAA. You have all made a significant contribution to the Roopa Aur Aap and your expertise is highly appreciated.

Roopa aur Aap is a not for profit organisation working tirelessly for the past 12 years providing all types of services and support to the victims of Family violence and abuse.

This Board has been actively working towards both our constitutional and strategic objectives. The Board meetings have focussed on the development and improvement of both our current financial position and implementing our strategic plan. The Board has focussed on five specific strategic targets:

- Financial Sustainability
- To review the range of services to best respond to the needs of the community
 - To be positively regarded in the community
- To improve internal communication systems to better meet our requirements
- To improve people capabilities Many of our objectives have been attained and others are ongoing

Roopa aur Aap implements on various approaches to provide efficient, innovative, and constructive services to living without family harm in New Zealand.

It is satisfying to look at the work we do, as we endeavour to fulfil our primary focus to support people who are at potential risk of domestic violence irrespective of ethnicity, age, and gender.

RAA acknowledges its highly experienced staff led by CEO Roopa Suchdev who has dedicated her time, tireless efforts and 24/7 commitment

towards making this organisation a successful one that it is today. RAA has served more than 500 victims of family harm by providing counselling and social services. We also conducted workshops to educate and create awareness among the communities as to how to live without violence.

Year 2020 has been a challenging one due to the pandemic COVID-19. We had several cases of family harm and depression that have seemed to multiply over the lockdown period. We noticed that a lot of cases of depression were of those who were stranded here in New Zealand due to lockdown. With the help of Indian High Commission & Bharitya Samaj Charitable Trust, we were able to help those families with support services, accommodations, and basic needs.

I would like to extend my sincere thanks to Foundation North and Sue Zimmerman from CSI for helping us towards building the capacity of the organisation. We have amended our trust deed to accommodate more trustees to bring the skills and expertise to the existing board. I also would like to thank our ex Trustee Ms Smita Biswas for her contributions. She resigned from the RAA board to settle permanently to live in Australia.

We are thankful and grateful to all the stake holders, volunteers, and supporters of RAA for making themselves available and helping the organisation to grow. To take the RAA to the next level shortly we will be introducing the Honourable Patron, Trustees and Advisors to the Trust Board who are joining us to strengthen and take the organisation to the next level.

Thank you all once again for taking the time to attend the AGM today.

RAA continues in its governance role and in meeting its objects, purposes and the spirit of the Trust Deed

A handwritten signature in black ink, appearing to read 'Roshni Chadha'.

Roshni Chadha
Chairperson & Trustee

Message from CEO



It is with pleasure I present this report as CEO of the Roopa Aur Aap Charitable Trust (RAA) for the year 2020.

For the past 12 years we had great privilege of working tirelessly to help and support the victims of Family Violence.

We had the opportunity to serve the most vulnerable victims of family violence and family harm. In the year 2019 to date we provided help and service to more than 600 victims of Family Harm. We received many referrals from the District health board and police, community organisations and many victims called us directly to seek help.

During the COVID-19 lockdown period, we noticed a big increase in cases of family violence and depression among the communities and effected were the stranded people who could not return to their home countries due to lockdown. Since during the lockdown physical meetings were not advised, our highly qualified and experienced team of counsellor, social worker, admin, and IT staff continuously worked tirelessly to provide services to the venerable people through skype and phone calls.

To help women suffering from Family Violence last year we initiated the launch of a safehouse which was devised for but not limited to south Asian women.

Unfortunately, due to lack of funding we had to put a pause on our plans to place women in secure emergency housing. The safe house is an example of how Roopa Aur Aap takes initiatives to help more people, however, there are certain hurdles that can only be overcome by enough funding to achieve these goals.

As a non-profit organisation, we not only require support in the financial front, but also in terms of manpower. To achieve this, we are in a process of submitting RAA application for accreditation to the MSD so that we may be contracted to deliver services to the victims of Family Harm. For this I would like to sincerely thank Foundation North and Sue Summerfield from CSI for their ongoing support in building our capacity to take the organisation to the next level. I also would like to take this opportunity to thank to the staff of RAA, I am super thankful to be working with you all. I highly appreciate how daily you exhibit our organizational values in the work that you do to make sure that the communities are provided the required help in a professional and safe manner.

Finally, on behalf of the organization I would like to express my sincere thanks and gratitude to all the stake holders, supporters and to those who have made great contributions to our journey over the years to keep RAA going.

Thank you

A handwritten signature in black ink, reading 'Suchdev'.

Roopa Suchdev QSM
CEO

Who We Are

Roopa Aur Aap Charitable Trust (RAA) a “not for profit” organisation was started in 2008 by Roopa Suchdev QSM, a recipient of Queen Service medal for her excellent social work. Although Roopa Suchdev QSM was working for the victims of domestic violence and abuse from 1996 but the organisation officially came into existence from 2008.

The organisation has built its existence and reputation through diligence, dedication, and determination. Roopa Aur Aap Charitable Trust (RAACT) has built its solid foundation on critical factors like gender equality, non-judgemental support to the victims of domestic violence, free counselling, quality service providers and high standard of confidentiality. The organisation has been diligently working with various other organisations like Salvation Army, Women Care Charitable Trust, Family Action and Avondale Police. The organisation is currently in the process of getting accreditation from the ministry of social development. The organisation is also actively assisting the families in need of counselling.

RAACT uses emotional intelligence and empathy to understand the dilemma of the victims. Our services are prompt and accurate, and it focuses on therapeutic intervention programmes designed as per the needs of each individual seeking support in crisis. The organisation also focuses on therapeutic methods to engage victims in diverse activities like gardening, cultural and language classes, computer classes, drama classes, etc. Roopa Aur Aap Charitable Trust (RAACT) is committed to the empowerment of victims and survivors of family harm through supportive services including counselling, crises intervention, personal services, ongoing support, elder abuse awareness, legal advocacy and networking.

Our Vision

Our vision is to help victims of domestic violence and sudden tragedies. Restore and enhance their quality of life while working to prevent further victimization

Our Mission

We envision a world with men and women regardless of race, ethnicity, income level or social status are nurtured and empowered to reach their fullest potential

Our Strategic Plan

The strategic frame for our coming years is to building on our strengths and innovating for change as we focus not only on what we do well but on what will ultimately have the most positive and sustainable impact on living without violence.

Our Objective

The main purpose and aim of the organisation is to serve the society so that maximum number of people get benefitted from it. Our objective is to relieve women, men and children who are being, or have been, affected by domestic abuse, through the provision of a counselling and support services. Our organisation provides services which can be evaluated in terms of achieving the goals that we have developed. We are open to accountability, efficiency checks, effectiveness measurement of our services and compliances of rules.

Our Priorities

We have developed four priority areas, on which we will focus our efforts on the years to come. Our priority areas are interconnected and mutually reinforcing, and we will deliver on these through a series of specific strategies, implemented as per our strategic plan.

Priority

1

Provide full support to victims of family harm through high quality services. And assist them in overcoming the obstacles in life

Priority

2

Support and implement the government's legislation to protect victims of violence and abuse

Priority

3

To prevent family violence through campaigning, education, training, and cultural intervention

Priority

4

To connect and coordinate with other similar organizations to develop comprehensive primary prevention strategies that eliminate family violence and building healthy relationships.

What We Do

Counselling:

Our counsellors provide counselling to victims/clients of domestic violence, trauma, relationships, and grief work. They support in reducing the traumatic impact of past events and assist in overcoming the day to day obstacles. They help in discovering new ways of coping with all odds and developing new skills to enhance their life.

125 victims worked toward healing through Counselling during Covid-19

“I never thought that I’d receive so much aid in a foreign land, but by the grace of God, I did. That is when Roopa Aur Aap stepped up to take up my case. From the very ethics of confidentiality and professionalism, I soon found myself slowly letting out my story. In a couple of days, I found myself stronger and bolder, that which I wished to be. From not being able to recognise my own self to soon pursuing or at least getting back on track to pursue my dreams, Roopa Aur Aap had carried me a long way. If I ever knew anyone who needed aid due to domestic violence, I would recommend them to Roopa Aur Aap Charitable Trust. It’s safe, you can trust the staff at this agency, and you will learn and grow.”

***“I felt cared & warm after Speaking to the counsellor. She gave me tips & directions to focus on my Health. RAA was welcoming & treated me well. They answered my calls & responded on time. I received slots flexible for my time. The process was very simple to follow. The Counsellor provided me valuable tips to be followed in our life in future for a worry free relationship within family and friends.
Thank you for all your Help!”***

What We Do

Crisis Intervention:

Performed by qualified trained staff and volunteers to the individual in crisis. They help to stabilize emotions, clarify issues, provide support, explore options for resolution of the individual's needs and face life-threatening situations.

311 Referrals were benefited from the Crisis Intervention service

"The team of Roopa Aur Aap Charitable Trust was welcoming and treated me well. They provided food, shelter (Safe house) and clothes. They also provided all medical treatments. They provided me multiple counselling sessions. I was given a homely atmosphere where I could share my feelings and issues. Thank you for all your help."

Legal Support:

Our staff connects with Lawyers who assist and provides knowledgeable information to the client about the civil and criminal legal system. The Lawyers provide support and assistance as clients navigate complex and sometimes overwhelming court systems. The staff keeps themselves informed by keeping a close contact with both the lawyer and the client

45 survivors were provided with Legal support

"Me and my family sincerely appreciate the efforts indulged by Roopa Aur Aap charitable trust during my hard time going on with the case in district court. They believed in me and provided me and my family with support and counselling during this hard phase of my life. They connected us with advocate to fight our case and throughout this session, the team was there to support and also helped us in finding Lawyer filling affidavits and some other useful things which we are unable to know. Thank you for helping us in getting our lives back"

What We Do

On-Going Personal / Individual Services:

Goal planning and facilitate the provision of different services and other forms of assistance provided to the client. The Staff supports and empowers the survivors to understand varied options and make correct choices.

Addressing and providing communicative sessions for the individual and their family's issues and problems. We include all age groups and our services are culturally appropriate

**781 Individual
/Couple sessions
were given to
victims**

"I wanted to thank you for your support in helping me find my new position. Roopa Aur app supported me relentlessly in all walks of this process, safely legal aid, mental health, refuge / accommodation options leave me at where I am today. A healing mind and body, a better perspective towards life and direction for desire to fight strong. An organization such as this one; is undoubtedly one of the best for the girls like us could ask for. I would highly recommend anyone who is a victim of violence to confide in organisations as this. Excellent professionalism, ethics & confidentiality"

"I like to thank Roopa Aur Aap charitable trust for what they did to for me to secure my life in New Zealand. This organization not only supported me in my hard times but also helped me on legal advice and proofs for securing my visa. They helped me to get my permanent residency. I have no other support apart from them. Once again, Thankyou Team Roopa Aur Aap Charitable Trust"

What We Do

Elder Abuse Awareness:

Spreading elder abuse awareness programmes through interactive workshops and activities for senior citizens.

**1000 people
benefited from
awareness
programs**

“You have helped me stay alive! I know Roopa Aur Aap is changing lives every day and I want you to know that you changed my life on an extreme level.”

Networking:

Collaborating and partnership with other similar organizations to provide all types of culturally appropriate, tailored programs and services as per requirements for families, individuals from any cultural and ethnic background.

**1000s of people
reached out through
our programs &
workshops**

“I wanted to thank your Organization for providing session to our members today about domestic violence and healthy relationships. Roopa Ji did an excellent program and engaged the members with information and vignette about relationship issues. This is a wonderful service”

Workshops

“Down the Memory Lane”

Workshop focused on identifying, educating, and creating awareness about elderly abuse at home or in the community. It was specifically designed according to the method used for identifying elder abuse with the inclusion of fun and activity.



“We feel quite useful and require doing more workshops in the future so that everyone can express their feelings.”



“Happy Days”

The workshop was to commemorate International Awareness Day for Prevention of Elder Abuse. The workshop focussed on personal networking of the elderly people by recognising and responding to the mistreatment of seniors in whatever settings it occurs. So that, each can achieve an optimal quality of life in keeping with his or her cultural values, and tradition.



“Very nice workshop event as it deals with all sensitive issues that are mainly concerned for”

Workshops

“Mirror Test”

The workshop was conducted on personal grooming and hygiene. Women from all age group excitedly attended the workshop. The idea was to encourage the essence of health and hygiene. Personal grooming is inextricably correlated to how we present ourselves to the world.



“This workshop is extremely helpful regarding the personal grooming. Please keep on doing such workshops in future”



“Job Search Skills”

The workshop is conducted to establish a knowledge platform for thriving international students belonging to South Asian community. An effort made to give information on job search techniques, workplace ethics as well as how to upgrade the CV to new migrants and students in Auckland.



“The workshop gives me so many useful tips on how to trim the CV and how to search jobs in my field. Also, it gives an overall concept what is the workplace environment. I encourage Roopa Au Aap to keep on doing such informative workshops”

Workshops

“Resources and Services”

The workshop’s main objective was to highlight the increasing family violence midst South Asian Community in Auckland and the recent spurt in withdrawing of spouse support under the pretext and excuses of mental incompatibility, domestic dispute etc. The workshop also highlighted the extent to which legal force or law of NZ can be used to support the victim and provide justice



“Very helpful workshop. I came to know how NZ law is supporting the domestic violence victims”



“Share Your Burden”

The workshop was specifically designed for the victims of domestic violence and dispute taking service from the organisation. The main objective of the workshop was to provide a common platform for victims to meet and share their burden. The victims were not obliged or intimidated to speak or tell their ordeal. The participation was purely based on self-willingness to share the burden weighing heavily on their mind. The workshop was presided by immigration advisor, counsellor, and social worker.



“Thank you RAA for giving me a platform to open up. I feel relaxed after sharing my feelings”





Workshop

“Know Your Rights”



Series of workshops were conducted with collaboration of NZ police. The Constables explained the NZ police laws that protect the rights for citizens and the immigrants against domestic violence and elder abuse.



“Incredible workshop. Thankyou RAA for telling us what our rights are. Please keep up the good work”

Our Team



Rani Singh
Office Manager

A qualified Educator, Counsellor and Administrator with more than 15 years. Currently she is working as an Office manager, responsible for developing infra-office communication protocols, office staff supervision and streamlining administrative procedures. She demonstrates excellent interpersonal and planning skills



Arif Zia
Social Worker

Arif Zia has been associated with our organisation for the past two years. He provides support and services to the victims of family violence by promoting quality care. He uses culturally appropriate methods to provide these services to the clients. He has a good problem solving and interpersonal skills along with being a good listener.



Sakina Ali
Counsellor

Sakina has extensive Counselling and Social Work knowledge and experience. She has worked with various age groups, facilitates individuals, and supports them for long term improvements and self-actualisation. She is multilingual, which allows clients to feel at ease whilst discussing their issues.

Trustees



Ami chand

Ami Chand has been in New Zealand since 1987. He got elected to “Whau Local Board” in 2013. He has been serving as a trustee to number of trusts. Elected as a trustee for “Portage Licencing Trust” for last 12-year and deputy chair for almost 3 years. Served as a Trustee and deputy chair to “Festival of Cultures Trust” for 12 years. A Justice of peace for about 15 years. Trustee for “Kelston Community Trust” for 12 years. Currently, he is a Trustee and Governing board Chairman for “kelston Community Trust” community hub. He leads mainly by example, always doing his best and encouraging others to do the same.



Gulshan Rai Suchdev

Gulshan Rai is a renowned retired successful businessman in the community. He has been participating in community work for last many years. A member of the Trust Board since 2008. Respected as a credible voice in decision making. His passion is bringing healing to people who have been through stressful experience. Gulshan is a generous and kind-hearted individual



Roshni Chadha

Roshni is a well-known professional businesswoman of Auckland. She has dedicated her life for helping victims of domestic violence through her relentless support and charitable work. She is working for RAA from the very beginning of its inception. Roshni Chadha over sees the smooth operation of the organisation and provides even financial assistance whenever it is required. Roshni Chadha is also the trustee for RAA. She has been functioning in both the roles with efficiency and integrity.

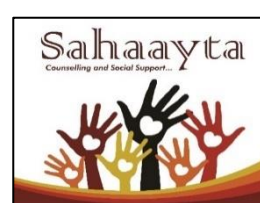
Thank you

We acknowledge and thank the organisations and government departments who fund and support our work.

Sponsors



Supporting Collaborations



Our Reflection



**YOU ARE NOT ALONE
TAKE A STAND AGAINST**

DOMESTIC VIOLENCE

**Talk to Us: 021-665-609
09-620-4606**

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Together We Can & We Will

Roopa Aur Aap Charitable Trust (RAACT) has been working for domestic violence victims since 2008. The organisation focuses on the development of South Asian Community experiencing inequality and violence. RAACT adopts non-judgemental, non-political, and non-religious approach. The confidentiality of the client is strictly followed by the team. The organisation has multi-lingual skilled, experienced, and knowledgeable staff. We work hand in hand with immigration advisors, lawyers, police officials to provide services to our clients. The team has been continuously conducting workshops to empower and educate the society about domestic violence in various forms. All our services are free of cost.

Services Include

- **Counselling / Mediation**
- **Crisis Intervention**
- **Legal Support**
- **Ongoing Personal/Individual Services**
- **Elder Abuse Awareness**
- **Networking**

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Don't feel safe?
Safety & Support is just a call away!
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